

**NAAS Closed CRs**  
**Week of March 21, 2007 - March 28, 2007**

<b>Ticket Number</b>	<b>Center</b>	<b>Summary</b>	<b>Type</b>	<b>Status</b>
HD 5712	GSFC	Research 5 NAAS issues	Future	Closed as of 8/22/06. Added to list for consideration as future enhancement
HD 5725	GSFC	Call Letter and Calendar ICON not working on NAAS.	In work	Closed as of 8/22/06. Deleted call letter icon, and calendar is now working.
HD 5822	LARC	Center is not able to deduct funds for Other Federal Agency employee awards	Future	Closed as of 8/22/06. Added to list for consideration as future enhancement
HD 5902	GSFC	Initiator put in a cash award, forgot to include \$\$ amount, and the award went through. Same issue with Time Off.	Future	Closed as of 8/22/06. Added to list for consideration as future enhancement
HD 5935	LARC	Center is not able to deduct funds for Other Federal Agency employee awards	Future	Closed as duplicate of Case #5822
HD 5938	LARC	Center Awards Officers need to be able to see TOA hours listed in the Status Screen before approving. Going to edit for each award is time consuming.	Future	Closed as of 8/22/06. Added to list for consideration as future enhancement
HD 5939	NSSC	THE AWARD SYSTEM IS PUTTING DUPLICATE ROWS IN THE FPPS DAT FILE	Break-fix	Closed as of 8/28/06 KSC was able to duplicate the problem by having two Center Awards Officers for the same center working on

				<p>the same awards in the Status screen (and not updating the status screen). Code changes have been made to fix this issue (CR 10163), and those code changes were placed into production on 8/23. Leaving the ticket open, however, since there is another way to introduce duplicates into the system.</p> <p>Another way that this can happen is if the user double clicks the submit button. A single click is what is needed. Until the code is fixed so that double clicking the submit button does not submit 2 records, NSSC is hand editing this file daily before sending it.</p>
HD 6027	GSFC	WHEN EDITTING THE APPROVER INFORMATION THE NAAS SYSTEM TOOK DOUBLE THE AMOUNT OF MONEY FOR THE AWARD FROM THE BUDGET.	Break-fix	Closed as of 8/28/06 Code changes were placed into production on 8/23 to fix this issue. This ticket will be closed.
HD 6246	GRC	CUSTOMER SENT THE FOLLOWING E-MAIL NOTIFICATION OF NAAS TRAINING TENATIVELY SCHEDULED FOR 8/28-9/15/2006	Closed	Closed as of 8/09/06
HD 6250	DRFC	CUSTOMER STATED WHEN	Closed	Closed as of 8/23/06 System is designed to

		SHE ENTERS AWARDS IN THE SYSTEM THE E-MAILS THAT ARE BEING GENERATED ARE NOT GOING TO THE PERSON WHO THEY ARE ATTENDED FOR ARE BEING MIS DIRECTED AND THEY ARE ALL COMING TO HER.		<p>send email to the individual who enters the award into the system.</p> <p>A future enhancement has been identified to send email to additional personnel.</p> <p>Will be closed. Has been added to list for consideration as future enhancement</p>
HD 6276	GSFC	Search Results: does not differentiate between rejected & approved actions.	Future	<p>Closed as of 8/25/06 Future - similar to 6525 &amp; 6366</p> <p>Will be added to list for consideration as future enhancement</p>
HD 6313	GSFC	ERROR MESSAGE "ERROR CONNECTING TO NOPS DATA BASE"	Break-fix	Closed as of 8/23/06 If anything is going on with NOPS, this error occurs. Will close as an isolated incident.
HD 6366	GSFC	Need to label award status - rejected or approved	Future	<p>Closed as of 8/25/06 Future - similar to 6525 &amp; 6276</p> <p>Will be added to list for consideration as future enhancement</p>
HD 6388	MSFC	Remarks Codes causing HR to edit each Award action in FPPS	Future	<p>Closed as of 8/25/06 Added to list for consideration as future enhancement</p>
HD 6525	LaRC	2 requests - 1) added column showing award status and 2) add notice upon award rejection.	Future	<p>Closed as of 8/25/06 Future - similar to 6366 &amp; 6276</p> <p>Will be added to list for consideration as future enhancement</p>
HD 6614	LaRC	Customer wants advanced reporting	Future	<p>Closed as of 8/25/06 Future - similar 6625</p>

		capabilities.		Will be added to list for consideration as future enhancement
HD 6617	HQ	System is showing the user duplicate approvers.	Break-fix	Closed as of 8/21/06
HD 6625	JSC	Customer wants enhanced reporting capability - ability to report on any field	Future	Closed as of 8/25/06 Future similar 6614  Will be added to list for consideration as future enhancement
HD 6776	LaRC	AN ORGANIZATIONAL AWARDS OFFICER ENTERED SEVERAL AWARDS, USING HER NAME AND EMAIL ADDRESS AS THE NOMINATOR. THE AWARDS HAVE BEEN FINALIZED BY THE CENTER AWARDS OFFICER, BUT THE ORGANIZATIONAL AWARDS OFFICER WHO INITIATED THE AWARDS HAS NOT RECEIVED THE FINAL EMAIL	Future	Closed as of 8/25/06 Same issue as 6250.  This and is a process issue, as are many of the other reported email problems. Will add this to the list for consideration in future versions.
HD 6802	JSC	She was trying to zero out all her budgets so she can set them properly before they start nominations. She was successful with all but one. On the Org. Budget Admin.	Break-fix	Closed as of 8/25/06 Data issue. Will correct in database.

		tab AH111 has a budget of 200 and a balance of 0. When she tries to zero out the budget she gets an error message that it will cause the balance to drop below zero. This usually happens when there are nominations attached to this org. code. JSC has not submitted any awards so they should not be getting this message.		
HD 6981	LaRC	CUSTOMER HAVING PROBLEMS LOGGING ON TO NAAS		Closed as of 8/28/06 Customer was informed that NAAS does not currently have the ability to pass certain special characters such as %, #, &, + to WebTADS in order to authenticate. Customer changed his password in WebTADS (removing these special characters from his password) and was able to successfully log into NAAS.
HD 7022	JSC	We cannot pull up employee names on the Nomination screen, it says there is an error connecting with NOPS. Please resolve, this creates a work stoppage.	Break-fix	Closed as of 8/28/06 Customer no longer having problems. More than likely, there was a temporary connection problem between NAAS at NSSC and NOPS at JSC which provides the personnel data that is displayed on the NAAS drop-downs.

HD 7069	ARC	<p>Sent: Thursday, August 24, 2006 9:48 AM Subject: NAAS Nominator Information Subpage</p> <p>We would like to request having the Nominator Information subpage automatically populate the "Last Name, First Name and Email" fields with the Nominator's information. It is time consuming for the Nominator to input their information for every action they process especially when they have to process hundreds of awards at a time. We received many comments regarding this issue during our training here at our center wondering why it doesn't automatically populate this information.</p>	Future	Closed as of 8/25/06 Future
HD 7180	SSC	<p>8/25/2006 3:11:28 PM NS000102 CUSTOMER CALLED TO REPORT A PROBLEM WITH THE NAAS SYSTEM. SHE</p>	Break-fix	Closed as of 8/28/06 After research, DBA found that this user had done a draft of the award prior to our 8/23 update that was to correct problems like this, but then actually

		STATED THAT SHE IS THE AWARD OFFICER AND ON WEDNESDAY SHE REJECTED SOME AWARDS IN THE SYSTEM AND SHE DID NOT GET THE MONEY BACK. I TOLD HER I WOULD ELEVATE FOR RESEARCH AND RESOLUTION.		submitted it after the update. The system did not handle that situation. DBA contacted the user and walked her through the problem
HD 5898	GSFC	Edit Nomination: When nomination is edited by Awards Officer, then sent back through for routing, the reviewers/ approvers do not receive an e-mail to select the link to approve/review.	Future	Closed as of 9/01/06 This is how the system is currently designed. This was added to the list of potential future enhancements to consider.
HD 6387	MSFC	SOME OF THE RECORDS THAT ARE COMING FROM NAAS TO THE FPPS FILE ARE BEING STOPPED FROM TRANSMISSION TO FPPS FOR PROCESSING	Break-fix	Closed as of 9/08/06 Until there is some sort of validation occurring against the .dat file or the database for duplicate entries (when the awards officer is trying to enter it), then this will remain a problem. They are considered duplicates when SSN/NOAC/Effective date are the same for more than one entry. With this in mind, this has been identified as a future enhancement and added to the list for consideration.

HD 6560	HQ	Customer errors and then clicks through pop-up error boxes, all drop down information disappears off the screen must start over again.	Break-fix	Closed as of 9/11/06 This issue was fixed by a hardware configuration on the server NIC. The issues was corrected approximately 2 weeks ago, but I have left this open to ensure that no one else experienced any related issues. Raised the question to the working group during the weekly telecon on 9/7 and everyone said they are no longer experiencing this problem. There are several other tickets related to this issue, and I will be changing their status to resolved as well.
HD 6563	HQ	Customer reported an error where her drop down center list has no entries	Break-fix	Closed as of 9/08/06 This issue was fixed by a hardware configuration on the server NIC. The issues was corrected approximately 2 weeks ago, but I have left this open to ensure that no one else experienced any related issues. Raised the question to the working group during the weekly telecon on 9/7 and everyone said they are no longer experiencing this problem. There are several other tickets related to this issue, and I will be changing their status to resolved as well.



HD 6711	HQ	CUSTOMER STATES THAT THE CENTER AWARDS OFFICER DELETED THREE APPROVERS AND CONFIRMED DELETION. CUSTOMER LOGGED ONTO SYSTEM A FEW MINUTES LATER AND THE APPROVERS APPEARED TO BE RECREATED.	Closed	Closed as of 9/12/06 Received response from the user in regards to the previous inquiry. Changing status to resolved.
HD 6712	KSC	1-In NAAS the center name does not get populated (on any screen) and there are no centers in the drop down selection. Screen must be refreshed. 2- On-the-Spot Awards: The status screen says 0 in the amount column. Is this being fixed? 3- Center Awards Officer Status Page: the Items to Finalize area is too far down for the drag and drop to work.	Closed	Closed as of 9/08/06 Issue #1 was fixed by a hardware configuration on the server NIC. The issues was corrected approximately 2 weeks ago, but I have left this open to ensure that no one else experienced any related issues. Raised the question to the working group during the weekly telecon on 9/7 and everyone said they are no longer experiencing this problem. There are several other tickets related to this issue, and I will be changing their status to resolved as well.
HD 6797	LaRC	USER CALLED BECAUSE SHE WAS GETTING E-MAIL NOTIFICATIONS BEFORE AND SUDDENLY SHE HAS STOPPED	Closed	Closed as of 9/12/06 I have spoken with user on numerous occasions. We have resolve the issues with the emails that she said the she has not been getting, I have gotten

		<p>GETTING THE NOTIFICATIONS. THIS IS A PROBLEM.</p> <p>AFTER CHECKING WITH ANOTHER USER SHE STATED THAT THEY WERE HAVING AN ISSUE WITH THIS PROBLEM, AND THEY ARE WORKING ON THE SYSTEM TO CORRECT, BUT THAT WE WOULD CONTACT PREVIOUS USER ONCE SOME RESEARCH WAS COMPLETE AND WE WERE SURE IT WAS THE SAME ISSUE.</p>		<p>several names from her of nominees and the reason that she had not gotten any emails on the nominess is because she is the not the initiator of the awards. The problem seems to be more of a user error than a system error.</p>
HD 7014	HQ	ERROR ON THE NOMINATE SCREEN IN NAAS.	Break-fix	<p>Closed as of 9/13/06</p> <p>The problem was addressed by the developer who developed the system. This sounds more like a user error than a system error. This issue is resolved the user was finally able to make nominations.</p>
HD 7315	HQ	<p>CUSTOMER HAS INFORMATION THAT IS NOT CORRECTLY SHOWING IN NAAS;</p> <p>We have 2 users the same name at NASA HQs and they are displaying</p>	Closed	<p>Closed as of 9/12/06</p> <p>The duplicate information can not be corrected in the NAAS database. This information is stored in the NOPS database. This issue will have to be redirected to them.</p>

		in NAAS with different orgs, but the same phone number and email information.		9/12/2006 11:26:12 AM this issue was resolved the problem is not in our system but in the NOPS database.
HD 7306	JSC	<p>1) When an org nominates someone for a monetary award, the amount is not subtracted from their budget, even though it appears on the ledger.</p> <p>2) Frequently have to navigate in and out of nomination screen to get a workable page, Error message comes up: "The parameter CENTERID to function getCenterBalance is required but was not passed in"</p> <p>3) Once an org submits a nomination, the screen goes back to N/A listed in the org menu and the balance shows the Center balance...this is a big issue. This means that anyone who puts in a nomination can see the Center's award balance...could really create some problems down the road</p>	Closed	<p>Closed as of 9/15/06</p> <p>8/31/2006 11:16:44 AM Problem 2 has been fixed on 8/23 and customer is no longer experiencing problem.</p> <p>Problem 1 was caused from the draft issue. Customer will manually fix their budget.</p> <p>Problem 3 is a new issue and customer will submit a new ticket with more details.</p> <p>9/14/2006 9:02:19 AM Problem was resolved through a patch.</p>

HD 7834	GRC	<p>9/8/2006 1:42:27 PM</p> <p>The Description of this case is: USER HAS RECEIVED ERROR MESSAGE WHEN SUBMITTING MONETARY AWARDS IN NAAS TEST SITE DURING TRAINING. THE ERROR STATES THE BUDGET HAS BEEN EXHAUSTED BUT WHEN SHE CHECKS THE BUDGET THERE IS STILL A BALANCE. SHE ALSO NOTICED THAT WHEN SHE WENT INTO THE PRODUCTION SITE, THERE WERE TWO AWARDS IN THE PRODUCTION SITE THAT WERE CREATED IN THE TEST SITE. SHE WOULD LIKE TO KNOW HOW TO GET RID OF THESE AWARDS SINCE THEY WERE SUPPOSE TO ONLY BE FOR TESTING.</p>	Closed	<p>Closed as of 9/14/06</p> <p>9/13/2006 2:49:52 PM I spoke to user yesterday. She was concerned she had training today and wanted to know if the system would allow her to nominate monetary awards. When I tested the system everything went fine. She said all went well for her training today as well. I helped her delete/reject the two drafts that showed up in prod.</p> <p>9/14/2006 11:43:55 AM QA COMPLETE. CASE CLOSED.</p> <p>9/14/2006 3:58:19 PM In the weekly NAAS Telecon this morning, user inquired as to why this ticket was not included on the IT open/closed error report. I looked the ticket up and reviewed this activity log and then sent her the following email:</p> <p>----- ----- -----</p> <p>Sent: Thursday, September 14, 2006 3:44 PM Subject: Help Desk Case 7834</p> <p>Hi ,</p>
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				<p>In reference to the Help Desk Case 7834 you submitted on the September 8 and asked about in this morning's NAAS telecon, I did some research. In looking at your case, it was with us in IT for a short time, but was passed back to our HR helpdesk, who according to the activity log worked with you and resolved the issue. The ticket was then closed out. We typically do not record tickets on the open and closed issue lists that are being worked by HR or have been resolved by HR, so that's why it didn't show up on the lists this morning. If your issue had been determined to be a software error, it would have then been reassigned to IT and included on the list.</p> <p>If this ticket was closed in error and you still require support, please let me know and I will reopen the ticket and get with you on reaching a resolution.</p>
HD 8051	MSFC	9/12/2006 4:08:59 PM The Description of this case is: USER SENT IN AN E-MAIL REGARDING DIFFICULTY	Closed	Closed as of 9/15/06  9/13/2006 11:54:57 AM I have confirmed with User and WebTADS the user ID she is using is correct and her

		<p>ACCESSING NAAS.</p> <p>9/12/2006 4:11:30 PM THE FOLLOWING E-MAIL RECEIVED:</p> <p>-----</p> <p>-----</p> <p>--</p> <p>Sent: Tuesday, September 12, 2006 3:26 PM Subject: NAAS access</p> <p>Contact Center,</p> <p>I believe that I have Agency access to NAAS (NASA Agency Award System).</p> <p>However, when I try to login <a href="https://naas.nasa.gov/">https://naas.nasa.g ov/</a> using by WebTADS user Id and password, I get the message that WebTADS login failure, login unsuccessful.</p> <p>I receive NAAS messages such as the one attached above</p> <p>My user id and password are correct for logging in WebTADS. I am using case</p>	<p>passord does not contain any special characters. She has a role in NAAS and is active. I suggested she change her password in WebTADS. I asked her to give me a call once she has done this.</p> <p>9/14/2006 1:26:37 PM User changed her password in WebTADS and still cannot log in to NAAS. NSSC HR- Representative is working on this issue. Message below is from the NSSC HR- Representative:</p> <p>Same issue as below...she was set in NAAS to sign on from Ames - so she got a reject from Webtads...again the issue of multiple centers for a "center- specific" designed role will cause problems like this. If there is a reason to have access across the agency we need to create a new role as part of the enhancements - and I'm not at my desk but I believe there is such a request for read-only access across the agency for help- desk/contact center type roles.</p>
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		sensitive.  (REMOVED USER ID AND PASSWORD FROM COPIED E-MAIL FOR SECURITY REASONS. IF NEEDED PLEASE CONTACT NSSC CCC AND WE CAN PROVIDE)		<p>9/14/2006 2:19:03 PM I confirmed with user that she is now able to log in to NAAS.</p> <p>9/14/2006 2:19:51 PM Resolved ticket.</p> <p>9/15/2006 6:21:01 PM QA complete. Case closed.</p>
HD 7185	NSSC	<p>1. WHEN YOU SAVE A DRAFT OF A NOMINATION AND THEN SUBMIT THAT NOMINATION THE SYSTEM DEPOSITS THE MONETARY AMOUNT OF THAT AWARD INTO YOUR BUDGET AND THEN DEDUCTS THE SAME AMOUNT.</p> <p>2. WHEN EDITING AN AWARD TITLE THE MONETARY AMOUNT IS TAKEN OUT TWICE.</p>	Closed	<p>Closed as of 9/21/06</p> <p>We received a final code push from KSC on 9/11/2006. This push has since been installed in both our DEV and TEST environments. This push was to address several bug fixes, including this one, as noted in the email below. I want to place the status to pending however, until our testing has confirmed that the issue was truly fixed, and this latest push is placed in PROD.</p> <p>Sent: Thursday, September 07, 2006 12:04 PM Subject: RE: NAAS Case #HD 7678</p> <p>The next code push should address 6388, 7185, 7678 and 7651.</p> <p>You may want to verify</p>

				<p>this against your own information but we are not actively working any other issues at this point. Tickets 6560, 6563 and 12792 (still showing as assigned to KSC) were determined by NSSC to be related to a change in the server configuration.</p> <p>Thanks,</p> <p>9/20/2006 12:51:30 PM The updated code was tested by onsite functional awards personnel and passed. This case should be closed.</p>
HD 7651	JSC	<p>EDIT NOMINATION - Center Award Officer (CAO) edited nominations from Status Screen. Award nomination sent back to approver and was approved again then received by CAO to finalize.</p> <p>1. Funds were deleted when initially submitted, but then the funds were added back after the nomination was edited. The funds were not deleted when the CAO finalized it.</p> <p>2. Awards Approval E-mail</p>	Closed	<p>Closed as of 9/21/06</p> <p>9/6/2006 4:10:43 PM Bug. Sent to KSC for disposition. Assigning to self in interim.</p> <p>9/13/2006 8:29:27 AM We received a final code push from KSC on 9/11/2006. This push has since been installed in both our DEV and TEST environments. This push was to address several bug fixes, including this one, as noted in the email below. I want to leave the status as pending however, until our testing has confirmed that the issue was truly fixed, and this latest push is placed in</p>



		came to CAO instead of back to Nominator.		<p>PROD.</p> <p>-----</p> <p>-----</p> <p>Sent: Thursday, September 07, 2006 12:04 PM Subject: RE: NAAS Case #HD 7678</p> <p>The next code push should address 6388, 7185, 7678 and 7651.</p> <p>You may want to verify this against your own information but we are not actively working any other issues at this point. Tickets 6560, 6563 and 12792 (still showing as assigned to KSC) were determined by NSSC to be related to a change in the server configuration.</p> <p>Sent: Thursday, September 21, 2006 4:26 PM Subject: Help Desk Case 7651</p> <p>I hope your visit here to the NSSC this week was enjoyable.</p> <p>As you are aware, we put a new release of NAAS into production on Wednesday, 9/20, and one of the Help Desk cases you had reported was one of the</p>
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				<p>bug fixes that was included in this release. Specifically HD case 7651, which reads:</p> <p>EDIT NOMINATION - Center Award Officer (CAO) edited nominations from Status Screen. Award nomination sent back to approver and was approved again then received by CAO to finalize.</p> <p>1. Funds were deleted when initially submitted, but then the funds were added back after the nomination was edited. The funds were not deleted when the CAO finalized it.</p> <p>2. Awards Approval E-mail came to CAO instead of back to Nominator.</p> <p>Please let us know if you continue to have issues with this. Typically we allow the users 3 days to respond back, and then close the ticket if they do not. Realizing that you are probably on a plane home right now might make that hard, so we'll be lenient! Please let us know by the end of next week though, if you have any objections to us closing this one out.</p>
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				<p>Thanks,</p> <p>9/21/2006 4:49:19 PM NS000100 QA complete. Case closed.</p>
HD 7678	JSC	<p>After submitting an award, the Org info returns to N?A (even for Org Awards Officers) and the budget defaults to the Center budget, leaving nominations open for withdrawal from Center fund - even at the Org level. They should not have authority to spend Center money, much less see the balance. Please fix immediately.</p>	Closed	<p>Closed as of 9/21/06</p> <p>9/6/2006 4:09:26 PM Bug. Sent to KSC for disposition. Assigning to self in the interim.</p> <p>9/6/2006 4:09:52 PM Changing to pending status while waiting for disposition.</p> <p>9/13/2006 8:24:29 AM We received a final code push from KSC on 9/11/2006. This code push has been installed in both our DEV and TEST environment. According to KSC, the push should fix this bug. The below email confirms this. I want to leave this status as pending however, until we have confirmed through our testing that the issue really has been resolved.</p> <p>----- ----- -----</p> <p>Sent: Thursday, September 07, 2006 11:12 AM Subject: FW: NAAS Case #HD 7678</p> <p>-----</p>

				<p>----- ----- Sent: Thursday, September 07, 2006 12:04 PM Subject: RE: NAAS Case #HD 7678</p> <p>The next code push should address 6388, 7185, 7678 and 7651.</p> <p>You may want to verify this against your own information but we are not actively working any other issues at this point. Tickets 6560, 6563 and 12792 (still showing as assigned to KSC) were determined by NSSC to be related to a change in the server configuration.</p> <p>9/20/2006 12:53:20 PM The final push was received from KSC with a fix in for this. NSSC functional awards personnel tested and confirmed push was OK. Moved to production this morning. This case should be closed.</p> <p>9/21/2006 4:44:47 PM Sent the user the following email in hopes of reaching closure. ----- ----- ----- Sent: Thursday, September 21, 2006</p>
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			<p>4:41 PM Subject: Help Desk Case 7678</p> <p>Hi ,</p> <p>Another one of the Help Desk cases you had reported was one of the bug fixes that was included in the latest release of NAAS. Specifically HD case 7678, which reads:</p> <p>This caused a major mess up with an Org budget. The org initially submitted their awards without changing the Org Code from N/A, so they were able to submit awards even though they went over their Org budget because without an Org Code the funds came out of the Center Budget. The Center Awards Officer did edit the awards from the Status screen to change the Org Code from N/A to the correct code. However, because of the Edit Nomination issue and the budget (just submitted as an issue), the amounts for the awards were never subtracted from their budget so they were processed. Until this is fixed, we are going to have keep track of</p>
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				<p>budgets manually.</p> <p>Again, please let us know by the end of next week if you are still having issues with this or if you have any objections to us closing this one out.</p> <p>Thanks,</p>
HD 6212	GSFC	<p>CUSTOMER SUBMITTED A SEARCH BY 'NOMINEE INFORMATION' LAST NAME: ZHANG AND RECEIVED NO RESULTS. HOWEVER, WHEN SEARCH IS DONE USING 'TITLE' THE NAME ZHANG WAS POPULATED. THE ATTACHED DOCUMENT SHOWS THE SEARCH RESULTS IN NAAS.</p>	Closed	<p>Closed as of 9/26/06</p> <p>8/8/2006 4:43:57 PM Received the following e-mail from customer: -----Original Message----- -- Sent: Tuesday, August 08, 2006 4:26 PM Subject: NAAS Trouble Ticket</p> <p>Attached are 2 screen shots in the Query section of NAAS. Steps taken to reach results are noted on each page.</p> <p>Thank you; ***** ***** ***** *****</p> <p>8/9/2006 8:07:38 AM Assigned for research.</p> <p>8/9/2006 9:32:40 AM After researching this issue, it was verified that the "Search By Nominee Information" does not work at all. I'm therefore forwarding this ticket to IT.</p>

				<p>8/9/2006 9:43:54 AM Received and assigned to self for further investigation.</p> <p>8/9/2006 2:43:43 PM Left a vm in regards to updating the status of the case to Work In Progress.</p> <p>8/9/2006 3:00:31 PM Received voice mail to update status. Status was mistakenly left as Assigned when it should have been updated to Work in Progress while the issue is investigated. The NAAS working group at KSC has been notified of the issue and asked to disposition.</p> <p>8/11/2006 8:06:30 AM Updating CTI from IT/WEB SUPPORT/FUNCTIONALITY to HUMAN RESOURCES/AWARD PROCESSING/NAAS.</p> <p>8/11/2006 8:17:44 AM After discussion, updated CTI back to reflect IT.</p> <p>8/23/2006 11:54:00 AM Developer is investigating the search issues. Reassigning to her.</p> <p>9/11/2006 5:17:27 PM Sent the following email</p>
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				<p>requesting an update:</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>Sent: Monday, September 11, 2006 5:14 PM Subject: Help Desk Case #HD0000000006212</p> <p>Hi,</p> <p>Could you please update the attached case with notes indicating where we are in the process to resolution?</p> <p>Thanks,</p> <p>9/13/2006 1:33:08 PM The search by person name does not work. The work around is as noted in here, must search on some other field. We received an additional CR, HD 8014, that addresses the same issues. This has been added to our list of know bugs to be corrected by the NSSC and will be prioritized. Meanwhile leaving status as work in progress.</p> <p>9/25/2006 12:01:28 PM Sent an email to developer requesting an update to the case.</p>
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				<p>9/25/2006 1:14:18 PM Identified as future enhancement. This fix will be rolled out in phase II or NAAS project.</p> <p>9/26/2006 4:06:17 PM The search has numerous issues, and so workarounds have been identified. As discussed at length in the NSSC onsite NAAS user conference, the search will be reworked to be more functional with requirements being generated by User(HQ). With that, this CR does fall into the category of phase 2 and should therefore be closed.</p>
HD 6379	GRC	Customer experiencing multiple problems with organizational data.	Closed	<p>Closed as of 9/27/06</p> <p>8/21/2006 11:59:12 AM As we pursue similar issues dealing with incomplete or empty drop-down lists, we have come up with a temporary workaround that seems to work in most cases. Forwarded the workaround document to User and requested she try it to see if that solved her problems for the short term.</p> <p>9/12/2006 11:18:23 AM We think the issues have been resolved. Sent the following email</p>

				<p>to this customer on 9/12/06. Still leaving open until we hear back either way.</p> <p>9/13/2006 1:45:20 PM Updating to pending until we hear back from User as to whether she is still experiencing issues with this.</p> <p>9/27/2006 10:49:11 AM Have not heard back about any continuing problems in the 2 weeks since I inquired. This can be closed.</p> <p>9/27/2006 12:13:54 PM Updated Case Type from Question to Incident. QA complete. Case closed.</p>
HD 7295	JSC	<p>CUSTOMER HAS AN INQUIRY WHY THE \$2900 AWARD IS SHOWN TWICE ON THE LEDGER</p> <p>It is adding in the amount then subtracting it?? It should only be shown once as a subtraction.</p>	Closed	<p>Closed as of 10/04/06</p> <p>The Awards Team discovered that when a nomination is set to Draft Mode and then complete, NAAS first takes the amount of the award out and then add it back into the budget when the nomination is completed. Contacted User to let her know what was causing the problem and that IT is working on it. Reassigning this ticket to IT to let them know that the problem is occurring at the centers as well. This appears to be one of the ongoing issues</p>

				<p>we keep seeing coming up. DBA knows how the system is operating and can usually guide the users through what is going on. Assigning to him.</p> <p>9/18/2006 1:07:10 PM Still waiting on management to decide if we are going to remove data or not.</p> <p>9/18/2006 2:23:13 PM There are issues with this that are to be discussion points in the on-site NAAS working group meeting scheduled for September 20-21. Action will follow that meeting and status will be further updated at that time.</p> <p>9/29/2006 9:54:52 AM Bug has been fixed.</p> <p>10/4/2006 8:34:34 AM Received the following email in response to my previous inquiry: ----- ----- ----- Sent: Wednesday, October 04, 2006 8:08 AM Subject: RE: Help Desk Case 7295</p> <p>Yes, this one was resolved. This involved the edit function used by the Center Awards</p>
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				<p>Officer in the Status Screen.</p> <hr/> <hr/> <p>This closes the loop so this ticket can be closed.</p> <p>10/4/2006 9:43:28 AM QA complete. Case closed.</p>
HD 7760	JSC	<p>Time Off Award submitted in NAAS, but when it was received by the Approver the hours block was blank. Award was rejected and resubmitted and same thing happened. Award was rejected and resubmitted a third time and the hours finally showed up for the Approver.</p>	Closed	<p>Closed as of 9/29/06</p> <p>9/26/2006 10:23:38 AM The Time Off Award part of the program had an error reported by multiple people yesterday. A modification to this part of the program was made and put in production this morning. After the users that reported the errors yesterday are given the opportunity to verify that their issues were resolved, I will contact User and follow up with her on this one.</p> <p>9/28/2006 4:11:14 PM REQUESTING CASE UPDATE</p> <p>9/29/2006 11:49:09 AM Received the following email from the customer in response to my status inquiry:</p> <hr/> <hr/> <p>Sent: Friday,</p>

				<p>September 29, 2006 11:13 AM Subject: RE: NAAS Help Desk Case 7760</p> <p>We haven't had anymore of the problem sent in on Case 7760, but, I think there is some problem with Time Off Award submissions. The attached e-mail was received by Allison as Center Awards Officer, but I didn't it receive it and we are both designated Center Awards Officers. It does not show up on our Status Page either. The organization did not submit this Time Off Award. I am not sure how this happened? I am submitting it as an issue.</p> <p>----- ----- -----</p> <p>end of email. This ticket can be closed, and we will work the new ticket when it is submitted.</p> <p>9/29/2006 1:05:06 PM NS000180 CHANGED CASE TYPE FROM QUESTION TO INCIDENT. KMINA</p>
HD 8014	ARC	Today I was using Query in NAAS, when "Searching by Nominee	Resolved	<p>Closed as of 10/13/06</p> <p>These are 2 distinctly separate issues. The</p>

		<p>Information", the employee's award action I was searching for did not appear. Although when I searched in "Search by Organization Information" and "Search by Title" the employee's award action appeared. I also tracked the action in FPPS to verify it was uploaded and it was. For some reason when searching by "Searching by Nominee Information" it doesn't always capture the action even though it is in NAAS.</p> <p>We keep having the time-out expiration message pop-up window appear while we are currently working in the system telling us to hit "ok" otherwise in 1 minute the system will shutdown.</p> <p>Shouldn't this window only appear if you have not been using the system for a period</p>		<p>first issue, a problem with searching on personnel name, has been recorded before in HD 6212, and has not yet been resolved. The second issue, a timeout problem was recently questioned by another user as well. This issue has not been recorded before, but since twice within the past couple of days has been an issue, we may need to investigate whether something has changed. Assigning to Developer for investigation.</p> <p>9/25/2006 1:15:13 PM This has been identified as a future enhancement to NAAS and will be fixed in phase II</p>
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		of time and not while you are in the middle of working in the system?		
HD 8804	LaRC	Error message pops up when a time-off award is submitted	Closed	<p>Closed as of 10/13/06</p> <p>9/26/06 emailed.... The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day.</p> <p>9/28/2006 9:20:37 AM closed</p> <p>9/29/2006 3:05:17 PM QA complete. Case closed.</p>
HD 8699	JSC	<p>We have attempted several times to enter this Time Off Award and keep getting this rather confusing warning message.</p> <p>I confirmed with User the type of award was "Center Other Incentive Award" and the award title was "Time Off". The NOAC attached to this award is 846 (a time off NOAC). The monetary box grayed out but when I tested this I</p>	Closed	<p>Closed as of 9/29/06</p> <p>9/26/06 emailed... The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day.</p> <p>9/28/2006 9:20:55 AM closed</p>

		got the same error message that User got yesterday (see attachment). Sending case to IT for research.		9/29/2006 3:04:31 PM QA complete. Case closed.
HD 8872	DFRC	USER WAS ATTEMPTING TO NOMINATE AN EMPLOYEE FOR A TIME OFF AWARD. SHE HAS NOT HAD ANY PROBLEMS DOING THIS PRIOR TO THE DOWN TIME THAT NAAS HAD TO REDUMP THEIR BUDGET. SHE IS NOW GETTING AN ERROR MESSAGE"A NOMINEE IS ASSOCIATED WITH TIME OFF OR MONETARY AMOUNT FOR A NON-MONETARY AWARD". SHE HAS VERIFIED THAT SHE SELECTED THE TIME OFF AWARD AND SHE VERIFIED THAT TIME OFF HOURS FIELD WAS FILLED WITH HOURS RATHER THAN A MONETARY AMOUNT.	Closed	Closed as of 9/29/06  9/26/06 emailed... The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day.  9/28/2006 9:20:18 AM closed  9/29/2006 7:57:53 AM QA REVIEWED CASE CLOSED
HD 8970	GSFC	CUSTOMER RECEIVING ERROR MESSAGE	CLOSED	Closed as of 9/29/06  9/26/06 emailed...I have



		IN NAAS, WITH A ZERO BUDGET BALANCE		<p>received your helpdesk ticket in regard to the error message that pops up when a time-off award is submitted. The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day.</p> <p>9/29/2006 3:08:13 PM NS000100 Updated Case Type from Question to Incident. Case closed due to no response from the requester. QA complete.</p>
HD 9191	HQ	CUSTOMER HAVING PROBLEMS LOGGING INTO NAAS, SHE IS UNABLE TO GET PASSED THE LOGIN	Closed	<p>Closed as of 9/29/06</p> <p>9/28/2006 1:40:15 PM User has downloaded the Flash player but everytime she tries to log in to NAAS she get the message that she needs to download Flash Player. She is not getting a NAAS or WebTADS login error message. Developer was working on a similar case a few weeks ago. She is going to contact User to see if she can go through the process of downloading Flash</p>

				<p>Player again to see if it helps. Sending case to IT .</p> <p>9/28/2006 2:57:03 PM Received by IT and assigning. Could this be a case of the user not having admin privledges on her machine, and therefore Flash is not fully installing?</p> <p>9/28/2006 2:57:19 PM Updating to work in progress.</p> <p>9/28/2006 3:28:58 PM contacted customer, she had to restart her pc to access the screen.</p> <p>9/29/2006 6:58:15 AM As of this afternoon, I was able to log into NAAS. I restarted my machine and tried again, and was successful.</p> <p>9/29/2006 3:12:08 PM QA complete. Case closed.</p>
CHG 12792	NSSC	Center selection errors on Nomination & Status Screens	Closed	<p>Closed as of 10/12/06</p> <p>Same issue as 6560 and 6563</p> <p>9/27/2006 9:03:47 AM Sent the following email:</p> <p>Sent: Wednesday, September 27, 2006 9:00 AM</p>

				<p>Subject: Old NAAS Trouble Ticket - 12792</p> <p>I'm going through old NAAS Trouble Tickets in Remedy and trying to clear some out, and I came across this one. This is one of the ones that was fixed with that hardware configuration change - changing a NIC setting. Can we close it out?</p>
HD 7512	GSFC	USER SENT IN AN E-MAIL TO REQUEST THE NSSC TO REMOVE ACTION IN NAAS.	Closed	<p>Closed as of 10/17/06</p> <p>10/3/2006 4:29:21 PM The following email trail ensued, with final note to go ahead and do this:</p> <p>-----Original Message----- -- Sent: Tuesday, October 03, 2006 2:36 PM Subject: RE: NAAS Help Desk Ticket 7512</p> <p>That should do it...I'll forward to IT...</p> <p>Have a GREAT Day!!!</p> <p>-----Original Message----- -- Sent: Tuesday, October 03, 2006 1:04 PM Subject: RE: NAAS Help Desk Ticket 7512</p> <p>Well, since this was done in error and a new action was processed to fix the mistake I say</p>

				<p>yes go ahead and delete the old one!! Is that all you need???</p> <p>-----Original Message--- -- Sent: Tuesday, October 03, 2006 1:42 PM Subject: RE: NAAS Help Desk Ticket 7512</p> <p>It is our goal to match what is in FPPS, we just need the paper trail to authorize going in through the back door to make changes to what the centers "finalize" in the event there is an audit. As system owner, we just need your approval to make these changes.</p> <p>-----Original Message--- -- Sent: Tuesday, October 03, 2006 11:50 AM Subject: FW: NAAS Help Desk Ticket 7512</p> <p>Wouldn't you agree that the original action done in error should be deleted from the database in order for it to match FPPS??</p> <p>Thoughts??</p> <p>-----Original Message--- -- Sent: Monday, October</p>
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				<p>02, 2006 9:07 AM Subject: FW: NAAS Help Desk Ticket 7512</p> <p>Another backdoor database request. DBA had been sitting on this one pending the outcome of the onsite. His last day was Friday, and so in going back and making sure that all of his work was covered, this surfaced again. How would you like to proceed?</p> <p>Thanks,</p> <p>-----Original Message----- -- Sent: Sunday, October 01, 2006 12:00 PM Subject: Re: NAAS Help Desk Ticket 7512</p> <p>I'd still like it to be addressed, since this data will show up in Query under 'archived" and it's an invalid action for this person.</p> <hr/> <hr/> <hr/> <p>end of email trail with final authorization. Reassigning to DBA to proceed with the data change.</p> <p>10/16/2006 2:10:18 PM Record for 1000 dollars has been deleted.</p>
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				<p>There still is a record for 2500 dollars in the database. Tried to contact the User to see if both rows were meant to be deleted.</p> <p>10/16/2006 3:27:38 PM The following email confirms the above. Gerry did later hear back from User, who confirmed that the \$1,000 award was the only one to be removed, and the \$2,500 one is to stay. The erroneous record has been removed as requested. So with that, this ticket has been completed and can be closed.</p> <p>----- ----- -----</p> <p>Sent: Monday, October 16, 2006 2:09 PM Subject: RE: Help Desk Case #HD0000000007512</p> <p>I do have a question on this record. There were two records for this person, both submitted on the same day, one was for 1000 dollars and the other was for 2500 dollars. I deleted the 1000 dollar record, but was I also suppose to delete the 2500 dollar record?</p>
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				<p>----- ----- -----</p> <p>Sent: Monday, October 16, 2006 12:19 PM Subject: RE: Help Desk Case #HD0000000007512</p> <p>It is a backdoor database change to remove a record in NAAS.</p> <p>It was submitted in error around Sept 1. They just don't want it showing up in their Archived reports because it is an invalid action. With these types of things it was decided at the NAAS on-site meeting a few weeks back that any backdoor data issues must be approved by the system owner. She approved removal of this record.</p> <p>Thanks,</p> <p>10/17/2006 9:06:27 AM Updated Case Type from Question to Request. QA complete. Case closed.</p> <p>10/17/2006 9:06:27 AM This Case is Closed.</p>
HD8892	GSFC	\$200 award for employee was entered in NAAS as an Award of Excellence. It	Closed	<p>Closed as of 10/24/06</p> <p>Sent: Monday, September 25, 2006 9:51 AM</p>

		<p>should be a Job Performance. Would you please correct? Thank you.</p> <p>9/25/2006 9:29:43 AM User at Goddard to get more details. She told me who the award was for but I searched for the nomination, I could not find the employees name. The User said that the award had already been processed. I am therefore reassigning this ticket to IT.</p>	<p>Subject: NAAS Request to Change Database Data</p> <p>System Owner,</p> <p>Per the new process to pass all backdoor database change requests to you for approval, here is one we received this morning. Please let me know how you wish to proceed.</p> <p>Thanks,</p> <hr/> <hr/> <p>Sent: Monday, October 23, 2006 6:38 AM Subject: RE: NAAS Request to Change Database Data</p> <p>Sorry I don't even remember seeing the first e-mail... Approval is granted for this change.</p> <hr/> <hr/> <p>10/24/2006 11:13:38 AM The record was updated to reflect the correct award title. NSSC HR-Representative validated.</p> <p>10/24/2006 11:13:38 AM This case has been</p>
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				placed in a Resolved status.
HD 8917	JSC	THE CUSTOMER RECEIVED E-MAIL NOTIFICATION THAT THERE WAS AN AWARD WAITING FOR CENTER AWARDS OFFICER APPROVAL/FINALIZATION FOR A TIME-OFF AWARD FOR EMPLOYEE. WHEN SHE WENT TO HER STATUS SCREEN SHE DID NOT SEE THE AWARD.	Closed	<p>Closed as of 10/24/06</p> <p>9/28/2006 9:19:56 AM closed</p> <p>10/11/2006 11:56:40 AM</p> <p>Contacted the customer about this, and she stated that since she is still receiving confusing emails from the system, she would like to leave this ticket open. We are currently working on adding an indicator to all outgoing emails as to which environment (production, test, training) the message is coming from. This should eliminate confusion, and User would like to leave this ticket open until that modification is put into production.</p> <p>10/24/2006 8:51:58 AM</p> <p>I spoke with the client and told her that this award was not found in the production database but I did find this nominee in the test database. Apparently there was testing being done and a notification was sent to her my mistake. Currently I am working on an enhancement that will label the region that the email is sent from. This</p>

				<p>will eliminate confusion.</p> <p>10/24/2006 10:53:28 AM</p> <p>QA complete. Case closed.</p>
HD 8957	JSC	CUSTOMER RECEIVING A WARNING ERROR MESSAGE WHEN SUBMITTING TIME OFF AWARDS	Closed	<p>Closed as of 10/24/06</p> <p>9/26/06 emailed... The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day.</p> <p>9/26/2006 11:35:02 AM NS000136 Customer replied with following:</p> <p>Submitted several Time Off Awards, some went through the first time, but many did not. Worked issue with Developer, but may be a bug in system.</p> <p>----- -----</p> <p>Sent: Wednesday, October 11, 2006 12:42 PM Subject: Help Desk Ticket 8957</p> <p>Hi,</p>

				<p>I'm following up with you on a NAAS Help Desk ticket you submitted a couple of weeks ago. We have put out a patch to the system that we think corrects the issues that you were having with the Time Off Award submission. Your ticket was then prematurely moved from the Open tickets list to the Closed tickets list, but is still open in our Help Desk system pending feedback from you. Please let me know if you are still experiencing problems with this, or if we can close this ticket out as resolved.</p> <p>Thanks,</p> <p>10/23/2006 12:52:33 PM NS000337 fix moved to prod</p> <p>10/24/2006 10:55:10 AM NS000100 Updated Case Type from Question to Incident. QA complete. Case closed.</p>
HD 13005	JSC	CUSTOMER EMAIL REGARDING MONETARY AWARDS SUBMITTED FROM JSC STATING THEY HAVE NOT	Closed	<p>Closed as of 11/06/06</p> <p>10/31/2006 3:48:13 PM After looking in the database for the history of the record I found that this is KSC group achievement award that was initiated and</p>

		SUBMITTED ANY AWARDS SINCE FY06 AND WOULD LIKE SOMEONE TO CHECK THE STATUS.		submitted at KSC. The award was approved on 10-17-2006 login center is KSC. In the system this is a group award and all nominees in the group do not have a time off or monetary amount. The user should have input an amount for this NOAC. 11/2/2006 4:02:19 PM talked with User and she said she meant to submit non-monetary group achievement awards, but was not familiar with the system. I told her the award details now show up when you use the Nominate screen and that should help her when she is picking the award.
HD 13041	HQ	HAVING DIFFICULTY SEARCHING FOR AN EMPLOYEE IN NAAS. IT IS AN ACTIVE EMPLOYEE WHO IS BEING NOMINATED FOR THE OLM AWARD. SHE CANNOT LOCATE THE EMPLOYEE IN THE SYSTEM.	Closed	<p>Closed as of 11/13/06</p> <p>10/31/2006 2:17:10 PM I looked up UUPIC's and the system found them by UUPIC but when I did a search by name it didn't find them. Sending case to IT to research "search by name" function on the nomination page. She was searching for a NASA Civil Servant.</p> <p>11/9/2006 5:40:41 PM I spoke with our system administrator about the NOPS system when ever it is down our it department will get notification. I waited to</p>

				<p>see it the client had anymore questions I did not hear anything so I will proceed in closing the case.</p> <p>I am replying to your help desk ticket concerning the NASA civil servants that were not found by name in the NAAS system. At this time we receive a direct feed from the NOPS database in regard to UUPIC, Name and other identifying information. I am not sure why your search by name was not successful. I have no way of looking directly into the NOPS database to see exactly where the disconnect from the name to UUPIC occurred. I am sorry that I am unable to give you a better answer. If you have any further questions please contact me.</p> <p>11/13/2006 12:30:10 PM Updated FCR from No to NA. QA complete. Case closed.</p>
HD 13354	JSC	Unable to View a Nomination from the Status Screen. Was under the Impression that she would be able to view a nomination	Work in Progress	<p>Closed as of 11/13/06</p> <p>11/2/2006 I spoke with customer and I can not recreate the error. Both of my buttons are highlighted for a group</p>

		when the fixes were pushed on 10/31/06		<p>agency and non agency awards.</p> <p>11/13/2006 8:53:08 AM I contacted the client and spoke with her. I believe that this was an isolated incident. She has not reported this incident again in our follow up communications.</p>
HD 9034	HQ	CUSTOMER HAVING ISSUES WITH HEADQUARTERS USERS IN THE NAAS SYSTEM	Closed	<p>Closed as of 11/16/06 This CR is referring to the userID's used to log in to NAAS. They are being viewed on the Center Admin page. 10/2/2006 10:02:42 AM I contacted client. I cannot investigate until I have access to the database information from 9/20. I am still waiting to get that information.</p> <p>10/2/2006 10:02:42 AM I contacted client. I cannot investigate until I have access to the database information from</p> <p>11/1/2006 10:49:16 AM This was an isolated incident. This case should be closed.</p> <p>11/13/2006 1:56:54 PM Sent: Monday, November 13, 2006 1:51 PM Subject: HD0000000009034</p>

				<p>Good Afternoon,</p> <p>In regard to helpdesk ticket HD0000000009034 I would like to know if you are satisfied with the resolution. Please contact me via email.</p> <p>-----Original Message-----</p> <p>--</p> <p>Sent: Monday, November 13, 2006 1:51 PM</p> <p>Subject: Out of Office AutoReply: HD0000000009034</p> <p>This is an automatic reply to your email to advise that I am out of the office and I will not be checking email or voicemail messages</p>
HD 15170	MSFC	Row/Record not in the correct format. The row is extending and including another users information as one record	Closed	<p>Closed as of 11/22/06</p> <p>One-time error due to manual modification of the file. We previously had to manually modify the file (change effective dates) to avoid duplicates during FPPS processing. Again, we are no longer manually modifying the file prior to submitting, so there should be no re-occurrence of the previous problem.</p>
HD 19830	HQ	DELETION OF AWARD WITH A ZERO AMOUNT OUT OF NAAS	Resolved	<p>Closed as of 12/12/06</p> <p>Two awards were processed for one person one award had</p>

				a zero amount. The award was a Special Act Award therefore it had to be deleted by IT
HD 5933	LARC	This org submitted the an award which NAAS duplicated. This should not have happened	Resolved	<p>11/29/2006 10:23:30 AM</p> <p>Discussed this case in a NAAS planning meeting this morning. It was agreed by the attendees that this was an isolated incident since there have been no further reports of this. Action item from the meeting to contact user and ensure she concurs with this. Once that is done, we can close this.</p> <p>12/11/2006 9:40:54 AM</p> <p>contacted client on numerous occasions to get more information on this ticket. I think that this was an isolated incident</p>
HD 13003	GSFC	NAAS ISSUE - TIME OFF AWARDS DATA	Resolved	<p>Seems there are little/no records of TOA's in Query.</p> <p>12/1/2006 9:52:37 AM</p> <p>Email Sent: Wednesday, November 29, 2006 1:11 PM</p> <p>Good Afternoon,</p> <p>I am sending you this message to give you a status on HD0000000013003, I have looked at your issue with the query screen I think that once</p>



				<p>we roll out our query screen enhancements this ticket will be resolved. I will add this as a note when we get to query screen enhancements. In the meantime I would like to close this ticket until we get to the query screen enhancement. If you have any questions or concerns please contact me via email. Thank you for your time.</p> <p>12/8/2006 12:37:09 PM Updating status to resolved.</p> <p>12/8/2006 12:42:26 PM resolved</p>
HD 17707	JSC	Customer trying to get individuals listed when querying reports in NAAS not just the group	Resolved	<p>12/1/2006 11:49:13 AM</p> <p>This is a valuable enhancement that will be addressed when we get to the query screen enhancement phase. At this time we are working on pushing NAAS version 3.0 and we are also working on the enhancement concerning email notifications. Your suggestions are highly appreciated and anything else that you feel needs to be added please send a ticket to the contact center. I will leave this ticket as in-progress until we get to that phase and I will give you periodic updates on its status. If</p>

				<p>there are any other concerns or question please contact any of us here at the NSSC.</p> <p>12/11/2006 9:59:51 AM contacted client and informed them that enhancements involved with the query screen are part of future enhancements and these issues will be resolved in a future code push.</p>
CHG 33691	NSSC	Unable to see award in query mode	Closed	<p>Closed as of 12/28/06</p> <p>12/13/2006 3:43:10 PM A script was run before the agency awards were due to resolve this issue.</p>
HD 20116	HQ	User that is set up in NAAS for Org: EA000 has visibility for other orgs but should only be able to see her own	Closed	<p>Closed as of 1/10/2007 Spoke with the user concerning this case. NSSC HR called her and tested the process himself. He said that she could only see the org that hes was assigned to he also called the user. She was satisfied with the resolution of the case.</p>
HD 17738		CUSTOMER GETTING ERROR MESSAGE WHEN ENTERING NAMES IN GROUP AWARDS IN NAAS	Closed	<p>Closed as of 1/10/2007 Recreated this award but did not receive an error message. Customer tried again editing the nomination screen 12/29/06 and the nomination submitted successfully.</p>
HD 20150	HQ	Awards amounts are displaying incorrectly on the	Closed	<p>Closed as of 1/10/2007 Checked the status on the two nominations</p>

		Status and View Nomination screens		where no award amount is being populated to the status screen. I looked in the database and it seems that an amount was not put in for two nominees. You can either input the amounts via the edit nomination tab or reject the nominations and have the nominating official resubmit the nominations. If you would like more information on the awards please contact me via email, thank you for your time.
HD 5961	GSFC	HE STATED THAT E-MAILS WERE NOT BEING SENT FOR REVIEW OR APPROVAL FROM THE SYSTEM.	Closed	Closed as of 1/31/07 This issue has been resolved and successfully tested by all centers, including Goddard's designated tester, during phased testing which concluded 1/5/1007. All test results, including those supplied by Goddard, are contained within the NAAS Project Notebook archive. The NAAS version 3.1 update, containing these fixes was placed into production on 1/11/2007.
HD 19334	LaRC	LANGLEY RESEARCH CENTER IS MISSING NAAS E-MAIL NOTIFICATIONS	Closed	Closed as of 1/31/07 1/10/2007 This correction confirmed fixed in version 3.1, to be released on 1/11/2006. 1/17/2007 2:02:01 PM During NAAS telecom user was informed that

				modification would be completed in production on 1/9/2007
HD 12528	JSC	In addition to the employee's organization, the Organization Information of the nominator needs to show up on the Award Detail Screen.	Closed	Closed as of 1/31/06 1/10/2007 9:35:47 AM This correction to be released with version 3.1, to be released 1/11/2007. Confirmed correction through core group testing process. 1/17/2007 During NAAS telecom user was informed that modification would be completed in production on 1/9/2007
CHG 43131	NSSC	The last line of the Justification block in the award detail PDF drops characters.	Closed	Closed as of 2/01/07 1/9/2007 2:19:32 PM This has been completed and will be released with the updated version 3.1, scheduled to be put in production on 1/11/2007 1/17/2007 2:01:35 PM During NAAS telecom user was informed that modification would be completed in production on 1/9/2007
CHG 35675	NSSC	If I go from one award to another award without refreshing the "Status" screen, the page tabs (< >) are grayed out. This caused my award nomination count to be off by over 400 nominations.	Closed	Closed as of 3/20/2007 Spoke with client a couple of months ago. This will be placed as a question for the future enhancements list. This does not stop work flow.

Case #5712

7/28/2006 10:19:59 AM

CUSTOMER SENT THE FOLLOWING E-MAIL:

Please research the following NAAS issues:

1. Query: when selecting "display names", only names appear. We requested to have award data (\$\$ or timeoff) included next to each name. There is no other way to print this data off, since NAAS doesn't have a print function.
  2. Print function: need this in order to print copies of nominations and under query function to print data. This is not a new requirement.
  3. When the Center Awards Officer "edits a nomination", the routing is re-activated, and the CAO becomes the "nominator", receiving the "congratulatory" e-mail notices. The nomination should be able to move forward into FPPS, not re-routed back through NAAS.
  4. Team Award: when the nominator receives the "congrat" e-mail notice, a) should the nominator receive 1 e-mail for the action or 1 e-mail for each team member? b) the "congrat" e-mail is supposed to have the team member's names & award amount on it. Otherwise, the e-mail notice is useless.
  - 5) Returned actions: the initiator receives no e-mail that the action has been returned for a change. They are only received for approved & rejected nominations.
- 

Case #5725

7/28/2006 12:01:01 PM

CUSTOMER STATED THE CALL LETTER AND CALENDAR ICON FEATURE ON THE NAAS WEBSITE IS NOT WORKING.

---

Case #5822

Center is not able to deduct funds for Other Federal Agency employee awards.

The above snapshot shows 2 awards for Army employees being issued by D401 and D402. The money cannot be deducted because Army employees are entered as Non-NASA individuals in NAAS. There is not a monetary award field to enter the amount and provide the capability to deduct from the D401 and D402 budgets using the current nomination form. These are routed as non-NASA individuals in order to obtain the certificate only.

The system needs to allow for the entry of these individuals in order to pull the funds from the designated budget. The upload to FPPS would cause an edit of the action and flag the Center to process the award differently (through SAP). Hopefully, this will still allow for the NSSC to initiate an award certificate.

In this example, the 500 and 1900 shown above will have to remain in the D401 and D402 budgets, be tracked outside the system, and the organizations will have to understand that this money has been spent and is not available for an additional award.

---

Case #5902

Please research the following:

Initiator put in a cash award, forgot to include \$\$ amount, and the award went through. Same issue with Time Off.

---

---

Case #5935

NAAS -

Center is not able to deduct funds for Other Federal Agency employee awards.

The above snapshot shows 2 awards for Army employees being issued by D401 and D402. The money cannot be deducted because Army employees are entered as Non-NASA individuals in NAAS. There is not a monetary award field to enter the amount and provide the capability to deduct from the D401 and D402 budgets using the current nomination form. These are routed as non-NASA individuals in order to obtain the certificate only.

The system needs to allow for the entry of these individuals in order to pull the funds from the designated budget. The upload to FPPS would cause an edit of the action and flag the Center to process the award differently (through SAP). Hopefully, this will still allow for the NSSC to initiate an award certificate.

In this example, the 500 and 1900 shown above will have to remain in the D401 and D402 budgets, be tracked outside the system, and the organizations will have to understand that this money has been spent and is not available for an additional award.

---

Case #5938

Future Needs:

Center Awards Officers need to be able to see TOA hours listed in the Status Screen before approving. Going to edit for each award is time consuming.

---

Case #5939

8/2/2006 8:59:21 AM

DBA DISCOVERED THE FOLLOWING BUG IN THE NAAS SYSTEM:

THE AWARD SYSTEM IS PUTTING DUPLICATE ROWS IN THE FPPS DAT FILE.

REQUESTED I PUT THIS IN "HIGH" PRIORITY AND ELEVATE TO THE DEVELOPMENT TEAM.

---

Case #6027

8/3/2006 1:37:48 PM

CUSTOMER ENTERED AN AWARD IN NAAS. HE THEN NEEDED TO EDIT THE APPROVER INFORMATION AND WHEN HE DID THAT THE NAAS SYSTEM TOOK DOUBLE THE AMOUNT OF MONEY FOR THE AWARD. HE NEEDS IT CORRECTED.

---

Case #6246

Sent: Wednesday, August 09, 2006 10:15 AM

Subject: NAAS Training Schedule for NASA Glenn Research Center.

I have tentatively scheduled Glenn's training for NAAS to take place August 28, 2006 through September 15, 2006. There will be 2 training session each day (approximately 2 hours long). The schedule is subject to change based on the responses of the supervisors/AO's to attend the training. I will keep you posted!

Please note I will also be conducting tests in the NAAS training site between now and the scheduled training to help me in preparation of the training.

Thanks,

---

Case #6250

8/9/2006 12:08:52 PM

CUSTOMER FROM DRYDEN FLIGHT STATED WHEN SHE ENTERS AWARDS IN THE SYSTEM THE E-MAILS THAT ARE BEING GENERATED ARE NOT GOING TO THE PERSON WHO THEY ARE ATTENDED FOR ARE BEING MIS DIRECTED AND THEY ARE ALL COMING TO HER.

---

Case #6276  
8/9/2006 2:18:41 PM  
THIS EMAIL WAS RECEIVED FROM THE CUSTOMER

-----Original Message-----  
Sent: Wednesday, August 09, 2006 1:10 PM  
Subject: NAAS Issue

Please research:

Under QUERY:

Search Results: does not differentiate between rejected & approved actions.  
Looks like a person received multiple awards.

thank you;

---

Case # 6313  
8/10/2006 9:37:21 AM  
CUSTOMER IS TRYING TO SUBMIT SOMEONE FOR AWARD IN THE NAAS SYSTEM. SHE IS GETTING AN ERROR MESSAGE "ERROR CONNECTING TO NOPS DATA BASE" SHE NEEDS SOMEONE TO CONTACT AND ASSIST HER WITH THE ERROR.

---

Case #6366  
-----Original Message-----  
Sent: Thursday, August 10, 2006 1:10 PM  
Subject: NAAS Ticket

Please research the following:

QUERY:

- 1) screen must include column for outcome of nomination: Rejected or Approved; need column for "reason for rejection".
- 2) See attached screen shots: no difference in information under Query for rejected vs. approved nominations.
- 3) 3rd screen shot: action reflected as a duplicate - was entered only 1 time.

Thanks;

PLEASE SEE THE ATTACHMENTS

Under Query:  
"New Business Development Team" nomination submitted for 16 hours Time Off. Was APPROVED.

Under Query:  
"New Business Development Team" nomination submitted for \$500 Special Act Cash each. Was REJECTED.

DUPLICATE ENTRIES. NOMINATOR ONLY ENTERED 1 NOMINATION.

---

Case #6388

Sent: Thursday, August 10, 2006 10:44 AM  
Subject: FW: Remarks Codes causing HR to edit each Award action in FPPS  
Importance: High

For fields 27-32, listed below - the value of the REMARKS CODES field must be BLANKs if there is no value in the associated six REMARKS fields.

They have all been populated as "ZZZ"s, to-date.

---

Case # 6525

RECEIVED THE FOLLOWING EMAIL AT THE NSSC:

-----Original Message-----

Sent: Monday, August 14, 2006 9:53 AM  
Subject: NAAS Issue/Question  
Importance: High

One issue (possible a future enhancement) and one question:

1. The awards highlighted in the Query status screen were awards that were rejected (not finalized) by the Center Awards Officer. If the Query system is going to track both finalized and rejected awards, then the system needs an additional column/field stating "Rejected" or "Finalized" next to the award. Also, include the reason the award was rejected.

The way the system is tracking currently, one would believe that these individuals actually received the monetary awards, when in reality, they did not.

2. Should the Center Awards Officer be receiving a rejection notice email for those awards rejected by the Center Awards Officer? If not, then this should probably happen since it is an action that is being generated by the Center Awards Officer. If not, then this should be added to Query to show that the award was rejected and the reason for the rejection.

---

Case # 6614

To: nssc-contactcenter@nasa.gov  
Subject: NAAS Reports - Action of 8/15/06 NAAS Telecon  
Importance: High

Langley would like to be able to download reports from NAAS (ad hoc or added to the Query with a print function) that provide the following:

Reports should provide at a minimum the fiscal year, employee's name, org. code, award type, award amount/hours, justification/citation, and effective date:

- \*Individual employee award report
- \*Report of awards by Organization (Organization/Division)
- \*Report of awards by Type of Award (i.e., Performance, SAA, TOA, etc.)
- \*Report of awards by range of date
- \*Report of awards by NOAC
- \*Report of awards by Amount/Hours
- \*All Awards by FY (print out of all awards for the FY - listed alphabetically by employee name or by award type)



Attached are some sample reports that Langley used. These reports were downloaded from Langley's awards system to an excel spreadsheet. This would be a necessary tool, not only for the Awards Officers, but for the managers/supervisors.

8/15/2006 1:36:53 PM

-THERE WERE SIX ATTACHMENTS TO THIS EMAIL. I WAS ONLY ABLE TO ATTACH THREE. WHOEVER RECEIVES THIS CASE PLEASE CONTACT THE CONTACT CENTER, AND I WILL FORWARD YOU THE REMAINING ATTACHMENTS.

---

Case # 6617

8/15/2006 1:45:17 PM

Customer sent the below email:

-----  
Sent: Tuesday, August 15, 2006 1:12 PM

Subject: Duplicate approvers showing up in NAAS

Importance: High

I am going through NAAS performing quality checks and I am showing duplicate approvers are now displaying in NAAS. (Please see attached as an example of what I'm seeing)

In these cases one of the instances of approver is associated with the appropriate organization and is flagged as "active". I'm assuming this is what I initially did in order to set up the users and profiles for go-live. Then the duplicate that is displaying is not associated with any organization and is not flagged as "active". (It's like the original upload of data into NAAS prior to go-live)

Is there any way to purge all these duplicates without me having to go in and look each person up alphabetically and delete them 1 by 1?

---

Case # 6625

8/15/2006 2:34:21 PM

Sent: Tuesday, August 15, 2006 2:10 PM

Subject: NAAS Reports

NAAS needs a reporting system that will allow user to create a report using any of the data item fields in NAAS and is sortable. Here are some samples of reports we are able to get now.

History of an Award Type for a Directorate or Division - the report would be for a specific award type and list Employee Name, Orgn Code, Orgn Code where funds came from, Type of Award, Award Amount, and provide a count total of the awards and a sum of the amounts for that Directorate or Division.

Total Awards by Amount/By Type/By Directorate or Division - the report would sort by each Directorate or Division and provide Type of Award for each Directorate or Division, a count of each Award Type, Sum of Amounts for each Award Type and then total all of the Award Types and sum all of the Award Amounts for each Directorate or Division

---

Case #6776

8/17/2006 4:05:56 PM

Received the following e-mail from customer:

-----  
Sent: Thursday, August 17, 2006 3:57 PM

Subject: NAAS Issue - Not Consistently Receiving the Final Email Notification

Importance: High

NAAS Issue - We would appreciate the NESC looking into this issue now.

An Organizational Awards Officer entered several awards, using her name and email address as the Nominator.

The awards have been finalized by the Center Awards Officer, but the Organizational Awards Officer who initiated the awards has not received the final email notification for some individuals

This document is the official document that the Center uses to inform employee's of their award.

---

Case # 6802

8/18/2006 10:25:37 AM

USER IS IN THE AWARDS OFFICE AT JSC. SHE IS TRYING TO GET THE BUDGET IN ORDER FOR THEIR "GO LIVE" DATE NEXT WEEK WHEN HER CENTER IS SUPPOSE TO START USING NAAS FOR AWARDS PROCESSING. ACCORDING TO HER, NAAS IS SHOWING AWARDS PENDING WHEN IT SHOULD NOT HAVE ANYTHING OUT THERE. SHE IS WORRIED BECAUSE SHE NEEDS TO GET THE BUDGET IN ORDER FOR NEXT WEEK.

---

Case # 6981

8/22/2006 3:50:04 PM

CUSTOMER HAVING PROBLEMS LOGGING ON TO NAAS. CUSTOMER VERIFIED THAT THIS PASSWORD WAS WORKING ON WEBTADS, HOWEVER THE SAME PASSWORD WILL NOT LET HIM LOG ON TO NAAS.

---

Case #7022

Sent: Tuesday, August 22, 2006 2:40 PM

Subject: NAAS Issue - JSC

We cannot pull up employee names on the Nomination screen, it says there is an error connecting with NOPS. Please resolve, this creates a work stoppage.

---

Case #7069

-----Original Message-----

Sent: Thursday, August 24, 2006 9:48 AM

Subject: NAAS Nominator Information Subpage

We would like to request having the Nominator Information subpage automatically populate the "Last Name, First Name and Email" fields with the Nominator's information. It is time consuming for the Nominator to input their information for every action they process especially when they have to process hundreds of awards at a time. We received many comments regarding this issue during our training here at our center wondering why it doesn't automatically populate this information.

Thanks,

---

Case #7180

8/25/2006 3:11:28 PM

CUSTOMER CALLED TO REPORT A PROBLEM WITH THE NAAS SYSTEM. SHE STATED THAT SHE IS THE AWARD OFFICER AND ON WEDNESDAY SHE REJECTED SOME AWARDS IN THE SYSTEM AND SHE DID NOT GET THE MONEY BACK. I TOLD HER I WOULD ELEVATE FOR RESEARCH AND RESOLUTION.

---

---

Case #5898

Please research the following:

Initiator put in a cash award, forgot to include \$\$ amount, and the award went through. Same issue with Time Off.

---

Case #6387

Sent: Thursday, August 10, 2006 11:20 AM

Subject: Duplicate Records - SSN/NOAC/Efdate combination

Some of the records that are coming from NAAS to the FPPS file are being stopped from transmission to FPPS for processing - due to the FPPS system restriction of SSN/NOAC/Effective Date combination needing to be unique.

A single employee may be due two monetary awards or two time-off awards in a close timeframe - but they must be sent in with unique effective dates, if they need to use the same NOAC.

Currently - as these records "fall out" to our error report here at the Competency Center, we are asking the HR offices to work with the Awards offices and enter the two awards manually into FPPS with the unique effective dates.

---

Case # 6560

8/15/2006 7:15:09 AM

Sent: Tuesday, August 15, 2006 6:43 AM

Subject: ERROR with NAAS

Importance: High

Please see attached in regards to an error I'm receiving intermittently as I attempt to initiate an action in NAAS:

Steps I took:

1. Nominate/initiate action
2. Save to draft
3. Click on "edit" to open and finish the action

The System Owner was at my desk side when this occurred on Friday as I was initiating actions as well. After I click through the two pop-up error, all my drop down information disappears off the screen and I have to start over again.... This is not a consistent error - meaning it is intermittent and can not necessarily be reproduced two times in a row - it occurred 2 times while I was initiating 9 actions on Friday and now it's occurred 1 time as I'm initiating 1 action this morning....

Thanks,

Then when I click on ok I receive the following error screen:

---

Case # 6563

8/15/2006 7:32:27 AM

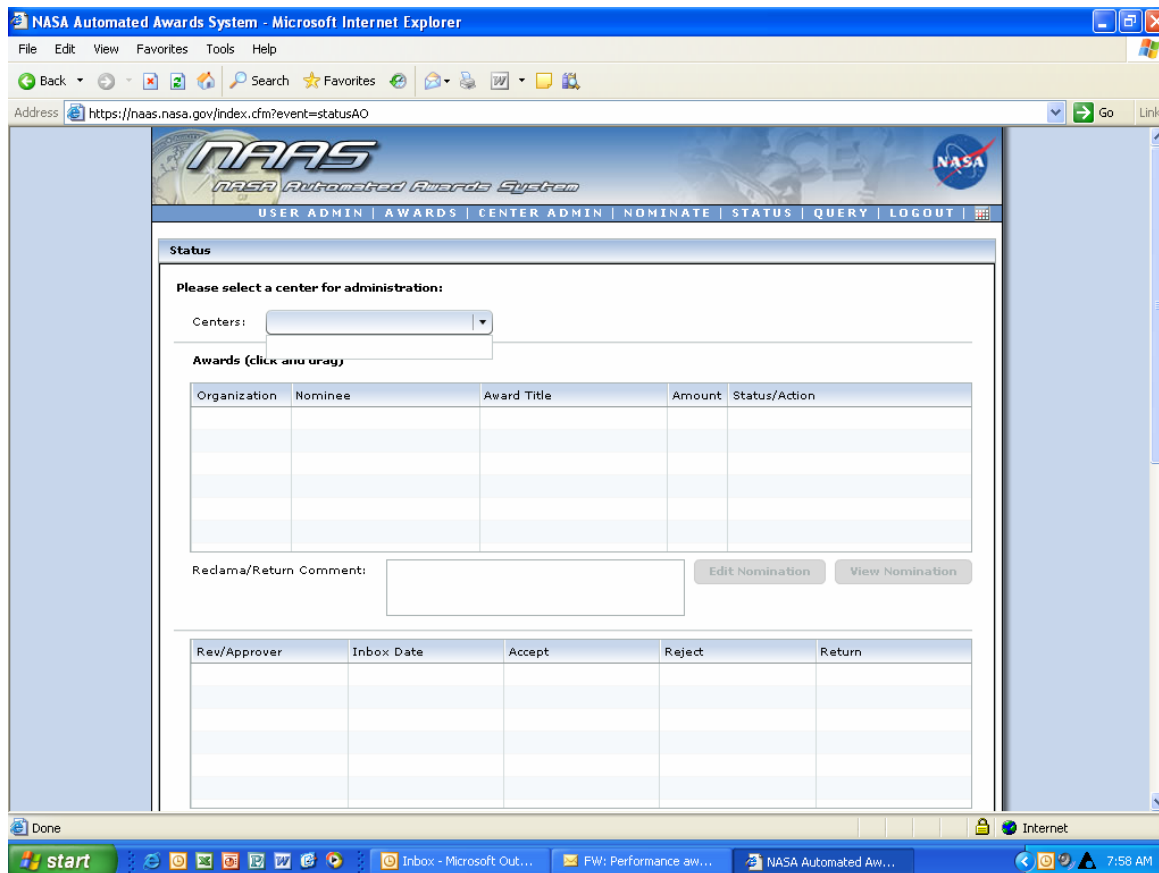
Customer sent the below email:

-----  
Sent: Tuesday, August 15, 2006 7:25 AM

Subject: ERROR2: Blank drop down selection list on status screen

Another weird error/glitch this morning. I clicked on the status screen and this is what I see... My drop down list to choose a Center is empty and I'm unable to view any actions in status. \*Again, this is an intermittent problem... I can click on another menu tab and then click back on to status and sometimes it will display correctly...

Thanks,



Case #6711

8/16/2006 3:41:21 PM

Received the following e-mail from customer:

Sent: Wednesday, August 16, 2006 3:13 PM

Subject: NAAS approvers being overwritten?

Importance: High

xxxx, Center Awards Officer for NASA HQs, went into NAAS yesterday and DELETED approvers from the system:

She then performed a search in the NAAS system and was unable to find them/pull them up. (delete confirmed).

\*\* I logged on a few minutes ago and performed a search for the above approvers to confirm they were deleted. Issue: Not only have they been recreated in the system, but they now display 2 times each. Can you please help? We do not want a situation like the one involving the Administrator to take place with the above Executive Staff.

Thanks,

Case # 6712

8/16/2006 3:53:08 PM

CUSTOMER SENT THE FOLLOWING E-MAIL(web) INQUIRY.

Sent: Wednesday, August 16, 2006 3:20 PM

Subject: NSSC Customer Contact Center - Web Inquiry.

Area Name: Support for Personnel Programs Activity Name: Awards/NAAS Center Name: Kennedy Space Center

Description:

1-In NAAS the center name does not get populated (on any screen) and there are no centers in the drop down selection. Screen must be refreshed.

2- On-the-Spot Awards: The status screen says 0 in the amount column. Is this being fixed?

3- Center Awards Officer Status Page: the Items to Finalize area is too far down for the drag and drop to work.

---

Case # 6797

8/18/2006 9:30:17 AM

USER CALLED BECAUSE SHE WAS GETTING E-MAIL NOTIFICATIONS BEFORE AND SUDDENLY SHE HAS STOPPED GETTING THE NOTIFICATIONS. THIS IS A PROBLEM.

AFTER CHECKING WITH USER, SHE STATED THAT THEY WERE HAVING AN ISSUE WITH THIS PROBLEM, AND THEY ARE WORKING ON THE SYSTEM TO CORRECT, BUT THAT WE WOULD CONTACT MS. RIDLON ONCE SOME RESEARCH WAS COMPLETE AND WE WERE SURE IT WAS THE SAME ISSUE.

---

Case # 7014

Sent: Wednesday, August 23, 2006 10:57 AM

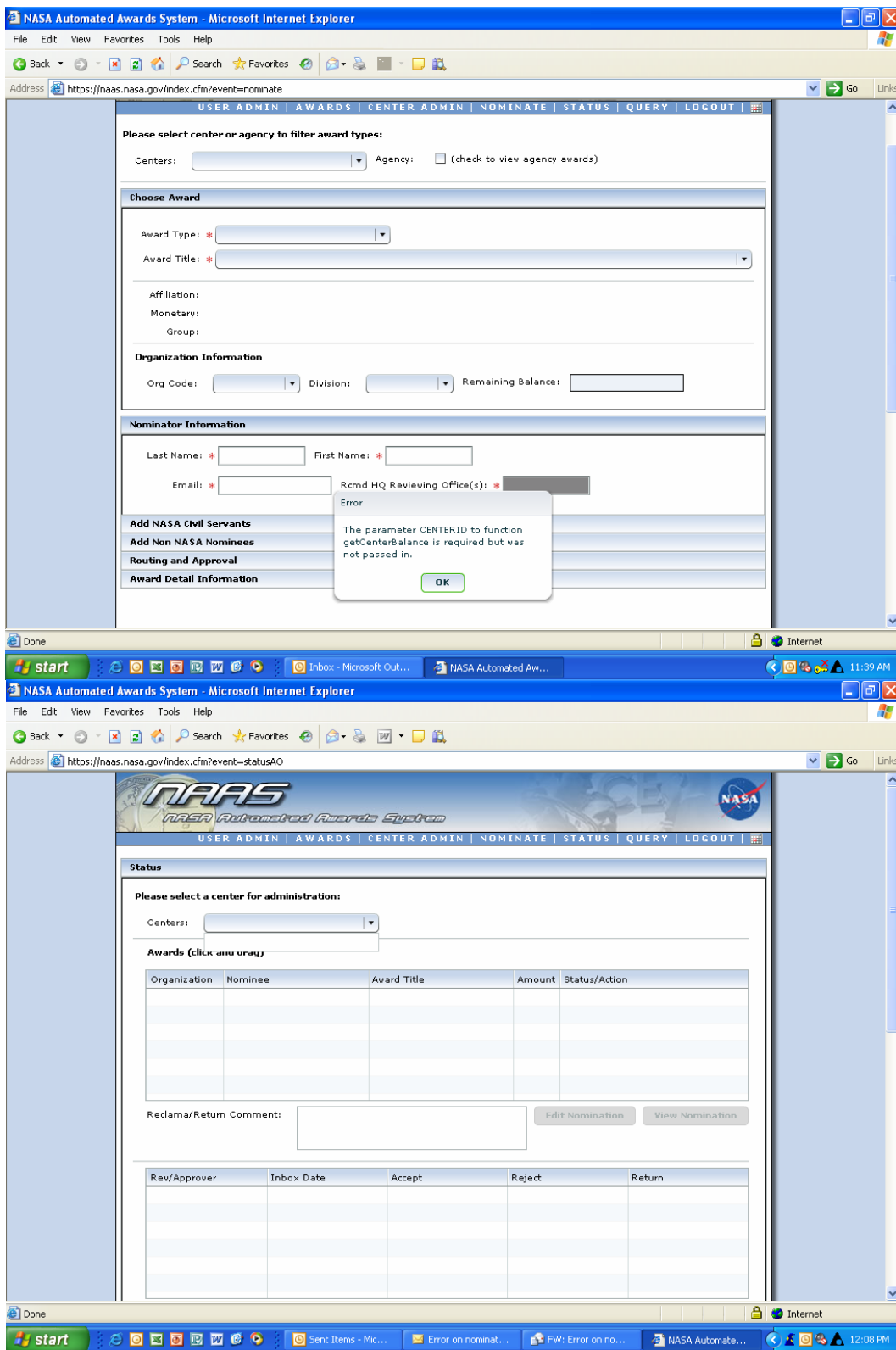
Subject: Error on nominate screen

Hello! Please see attached in regards to the error message I'm receiving when I go into NAAS to nominate a person for an award.

Steps:

1. Click on "Create"
2. The error appears after I attempt to choose my Center (Headquarters) from the drop-down selection list on the nominate screen

Thanks,



Case #7315

Sent: Tuesday, August 29, 2006 1:44 PM

Subject: 2 employees listed as same in NAAS:

Hello! We have 2 employees at NASA HQs with the same name and they are displaying in NAAS with different orgs, but the same phone number and email information.

Can you please correct NAAS to display:

System Owner - we ended up performing the nomination based on UUPIC search, so the correct employee should receive the award, correct?

Thanks!

---

Case # 7185

Sent: Friday, August 25, 2006 2:54 PM

Subject: NAAS Issues

The following issues need to be reported to IT.

1. When you save a draft of a nomination and then submit that nomination the system deposits the monetary amount of that award into your budget and then deducts the same amount.

Example: Save a draft of a nomination in the amount of \$200.00. Go back and choose the draft and submit the nomination. When you look at your ledger it will have added \$200.00 and subtracted \$200.00 which cancel each other out and no money was deducted from the budget.

2. When editing an award title the monetary amount is taken out twice.

Example: Submit a nomination for a Performance Award for \$500.00. Go to the "Status" screen and edit the nomination. Change the award title and submit the award. When you go to the ledger it will have the old award listed and deduct \$500.00 as well as the new award title and deduct another \$500.00

---

Case #7651

9/6/2006 9:53:59 AM

THIS EMAIL WAS RECEIVED FROM THE CUSTOMER

-----  
Sent: Wednesday, September 06, 2006 9:35 AM

Subject: NAAS ISSUE

EDIT NOMINATION - Center Award Officer (CAO) edited nominations from Status Screen. Award nomination sent back to approver and was approved again then received by CAO to finalize.

1. Funds were deleted when initially submitted, but then the funds were added back after the nomination was edited. The funds were not deleted when the CAO finalized it.

2. Awards Approval E-mail came to CAO instead of back to Nominator.

I ELEVATED THIS CASE TO L2 FOR RESEARCH

9/6/2006 12:35:35 PM

This is a budget issue in the NAAS System that IT is all ready working on. I'm therefore re-assigning this ticket to IT.

9/6/2006 4:10:43 PM

Bug. Sent to KSC for disposition. Assigning to self in interim.

9/6/2006 4:11:08 PM NS000361  
Status to pending while waiting on disposition.

---

Case #7678  
9/6/2006 1:20:14 PM  
THIS EMAIL WAS RECEIVED FROM THE CUSTOMER

Sent: Wednesday, September 06, 2006 9:46 AM  
Subject: RE: Nomination/Budget Issue

This caused a major mess up with an Org budget. The org initially submitted their awards without changing the Org Code from N/A, so they were able to submit awards even though they went over their Org budget because without an Org Code the funds came out of the Center Budget. The Center Awards Officer did edit the awards from the Status screen to change the Org Code from N/A to the correct code. However, because of the Edit Nomination issue and the budget (just submitted as an issue), the amounts for the awards were never subtracted from their budget so they were processed. Until this is fixed, we are going to have keep track of budgets manually.

---

Sent: Wednesday, September 06, 2006 9:24 AM  
Subject: Nomination/Budget Issue

After submitting an award, the Org info returns to N?A (even for Org Awards Officers) and the budget defaults to the Center budget, leaving nominations open for withdrawal from Center fund - even at the Org level. They should not have authority to spend Center money, much less see the balance. Please fix immediately.

I ELEVATED THIS CASE TO L2.

9/6/2006 2:19:33 PM  
This is a NAAS System issue. I'm therefore re-assigning this ticket to IT.

9/6/2006 4:09:26 PM  
Bug. Sent to KSC for disposition. Assigning to self in the interim.

9/6/2006 4:09:52 PM  
Changing to pending status while waiting for disposition.

---

Case #6212  
8/8/2006 4:43:57 PM  
Attached are 2 screen shots in the Query section of NAAS. Steps taken to reach results are noted on each page. CUSTOMER SUBMITTED A SEARCH BY 'NOMINEE INFORMATION' LAST NAME: ZHANG AND RECEIVED NO RESULTS. HOWEVER, WHEN SEARCH IS DONE USING 'TITLE' THE NAME ZHANG WAS POPULATED. THE ATTACHED DOCUMENT SHOWS THE SEARCH RESULTS IN NAAS.

1<sup>st</sup> SEARCH

1. Searching in Query
2. Searched by "nominee information" last name: ZHANG
3. results "no records found"

2<sup>nd</sup> SEARCH



4. Searching in Query
  5. Searched by "title" time-off - 17-40 hours - individual only
  6. results: name xxx was populated
- 

Case #6379

8/10/2006 3:16:42 PM

THE FOLLOWING EMAIL WAS RECEIVED FROM THE CUSTOMER

Sent: Thursday, August 10, 2006 3:06 PM

Subject: HELP with the NAAS Test Environment

I am having some problems in the test environment of NAAS.

Prior to the Center Snap Shots being captured from the data that was set up in NAAS, I was having several problems with my organizational data, and because of that I was not able to complete everything in NAAS before the snap shops were taken. I believe that my approver data was not reloaded after some corrections were made to my organization data.

I am having another problem with the organizations. When I go to set up the approvers for Glenn all the employees that have been identified as users are not coming up when I try to search for them under the Approval Admin function. Only a few shows up out of a large group of the user I set up.

The other issue is that the when I go to create an award and get to the approver screen in almost all cases the required approvers are not showing up at all, even those approvers that are setup - activated in the Approval Admin function.

I am also concerned that if this is a problem in the test environment, then the same has to be true for the production environment.

I hope this makes sense. I need some help ASAP. I am preparing for training!!

---

Case #7295

8/29/2006 1:04:58 PM

The Description of this case is: CUSTOMER HAS AN INQUIRY WHY THE \$2900 AWARD IS SHOWN TWICE ON THE LEDGER

8/29/2006 1:06:18 PM

Sent: Tuesday, August 29, 2006 11:22 AM

Subject: NAAS QUESTION

I don't understand what why this \$2900 award is shown twice on this ledger. It is adding in the amount then subtracting it?? It should only be shown once as a subtraction.

---

Case # 7760

9/7/2006 3:09:24 PM

The Description of this case is: CUSTOMER INQUIRY REGARDING A NAAS ISSUE.

9/7/2006 3:10:32 PM

THIS EMAIL WAS RECEIVED FROM THE CUSTOMER

Sent: Thursday, September 07, 2006 3:00 PM

Subject: NAAS Issue

Time Off Award submitted in NAAS, but when it was received by the Approver the hours block was blank. Award was rejected and resubmitted and same thing happened. Award was rejected and resubmitted a third time and the hours finally showed up for the Approver.

I ELEVATED THIS CASE TO L2

9/7/2006 4:07:36 PM  
Developer to review issue.

9/7/2006 4:12:36 PM  
Case sent to IT-L2 for review.

9/8/2006 7:56:00 AM  
IT received and sent to KSC for disposition. Received the following reply from KSC:

-----  
Sent: Friday, September 08, 2006 7:49 AM  
Subject: RE: NAAS Case #HD 7760

At first glance, this appears to be similar/related to 5902. At present NAAS does not perform any edit checks on nomination dollar or hour amounts. It is the responsibility of the nominator to ensure that the appropriate field has a value entered prior to submission. This has been documented as an item on the future enhancements list.

end of email...

-----  
Since this is related to one that has been placed on the future enhancements list, elevating to L3.

9/8/2006 10:45:03 AM  
I believe the issue as written refers to a system problem, not a request for a future enhancement.

If the hours for a time-off award did not show up on the Approver's Review Screen two out of three times, wouldn't that be an error versus a need for an enhancement? Are we assuming the nominator did not enter an amount when drafting the award the first two times (because the system does not force an entry)? The "requirement" to fill in this data is a future enhancement as is the need to display this data on a query screen...but as written I do not see this issue as an enhancement.

Thoughts?

-----Original Message-----

Sent: Friday, September 08, 2006 7:59 AM  
Subject: Case HD0000000007760, Low request urgency, has been assigned to you.

Short Description: CUSTOMER INQUIRY REGARDING A NAAS ISSUE  
Status: Assigned

---

Case # 8014  
9/12/2006 12:25:46 PM  
CUSTOMER SENT THE FOLLOWING TWO E-MAILS:

Sent: Tuesday, September 12, 2006 11:49 AM

Subject: NAAS Query Problem

Hello,

Today I was using Query in NAAS, when "Searching by Nominee Information", the employee's award action I was searching for did not appear. Although when I searched in "Search by Organization Information" and "Search by Title" the employee's award action appeared. I also tracked the action in FPPS to verify it was uploaded and it was. For some reason when searching by "Searching by Nominee Information" it doesn't always capture the action even though it is in NAAS.

If you need some example names of employees that do not appear in "Search by Nominee Information" please let me know.

Thanks,

Sent: Tuesday, September 12, 2006 11:53 AM  
Subject: Time-out pop-up window

Hello,

We keep having the time-out expiration message pop-up window appear while we are currently working in the system telling us to hit "ok" otherwise in 1 minute the system will shutdown.

Shouldn't this window only appear if you have not been using the system for a period of time and not while you are in the middle of working in the system?

Thanks,

The Description of this case is: CUSTOMER SENT TWO E-MAIL EXPLAINING NAAS PROBLEMS

9/12/2006 12:27:37 PM  
ELEVATING TO L2 FOR RESEARCH AND RESOLUTION

The Description of this case has been changed to: CUSTOMER SENT TWO E-MAILS EXPLAINING NAAS PROBLEMS

9/12/2006 12:28:57 PM  
CHANGED INDIVIDUAL

9/12/2006 12:29:51 PM  
ELEVATING TO L2.

9/12/2006 12:48:02 PM  
Sending case to IT for resolution.

9/13/2006 7:50:35 AM  
These are 2 distinctly separate issues. The first issue, a problem with searching on personnel name, has been recorded before in HD 6212, and has not yet been resolved. The second issue, a timeout problem was recently questioned by another user as well. This issue has not been recorded before, but since twice within the past couple of days has been an issue, we may need to investigate whether something has changed. Assigning to Developer for investigation.

9/13/2006 7:50:50 AM  
Updating to work in progress.

---

Case # 8051

9/12/2006 4:08:59 PM

The Description of this case is: USER SENT IN AN E-MAIL REGARDING DIFFICULTY ACCESSING NAAS.

9/12/2006 4:11:30 PM  
THE FOLLOWING E-MAIL RECEIVED:

---

Sent: Tuesday, September 12, 2006 3:26 PM  
Subject: NAAS access

Contact Center,

I believe that I have Agency access to NAAS (NASA Agency Award System).

However, when I try to login <https://naas.nasa.gov/> using by WebTADS user Id and password, I get the message that WebTADS login failure, login unsuccessful.

I receive NAAS messages such as the one attached above

My user id and password are correct for logging in WebTADS. I am using case sensitive.

(REMOVED USER ID AND PASSWORD FROM COPIED E-MAIL FOR SECURITY REASONS. IF NEEDED PLEASE CONTACT NSSC CCC AND WE CAN PROVIDE)

Thanks,

9/12/2006 4:19:03 PM  
SPOKE TO User. VERIFIED THAT SHE WAS ABLE TO SUCCESSFULLY LOG INTO WEBTADS. SHE VERIFIED THAT SHE COULD. VERIFIED THAT SHE DID NOT HAVE ANY SPECIAL CHARACTERS (#, ETC) IN HER PASSWORD. SHE VERIFIED THAT SHE DID NOT. I REFERRED CALLER TO HER CENTER AWARDS OFFICER. SHE DID NOT BELIEVE THAT THE CENTER AWARDS OFFICER COULD ASSIST HER BECAUSE EITHER SOMEONE HERE AT NSSC SET HER UP TO ACCESS NAAS. AFTER SPEAKING TO ANOTHER NAAS USER SHE SUGGESTED THAT I CREATE A CASE AND ELEVATE TO L2 BECAUSE THERE WERE A FEW PEOPLE THAT THE NSSC SET UP AND RITA BELIEVES THE USER WAS ONE OF THEM.

9/12/2006 4:19:20 PM  
ELEVATE CASE TO L2

9/12/2006 4:30:02 PM  
I will contact the user tomorrow morning to discuss and resolve her issue.

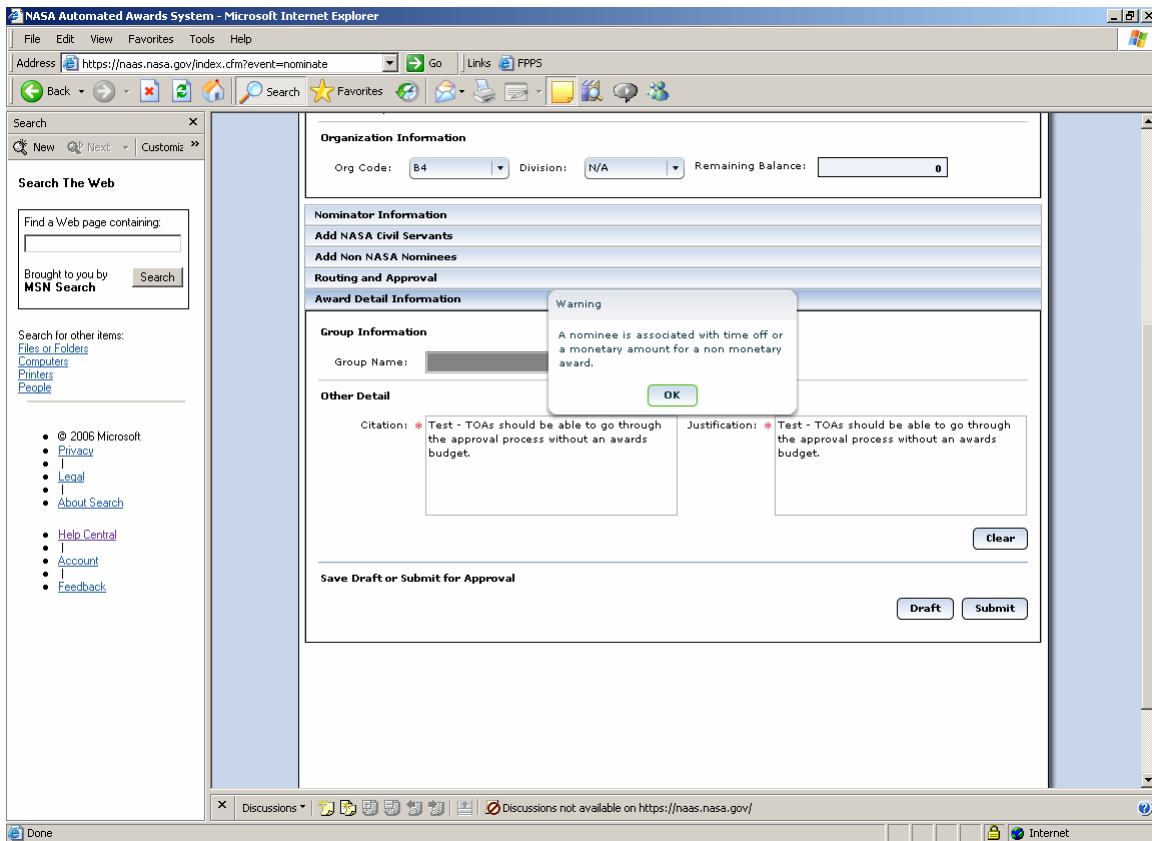
9/13/2006 11:54:57 AM  
I have confirmed with user and WebTADS the user ID she is using is correct and her password does not contain any special characters. She has a role in NAAS and is active. I suggested she change her password in WebTADS. I asked her to give me a call once she has done this.

---

Case #8804

Elevated to L2 for research and resolution.

The Description of this case is: CUSTOMER STATES: TOA Award - Cannot be processed in NAAS



In last week's telecon, the question came up regarding being able to process TOAs in NAAS without having to enter an awards budget. I tried the above test and the following error came up:

"The nominee is associated with time off or a monetary amount for a non-monetary award."

The award, in this case test, is set up for a TOA for 8 hours. This is, in essence, a non-monetary award. Not sure what this error means. It will not allow the nominator to submit the nomination. Please advise.

Case# 8699

Original Message-----

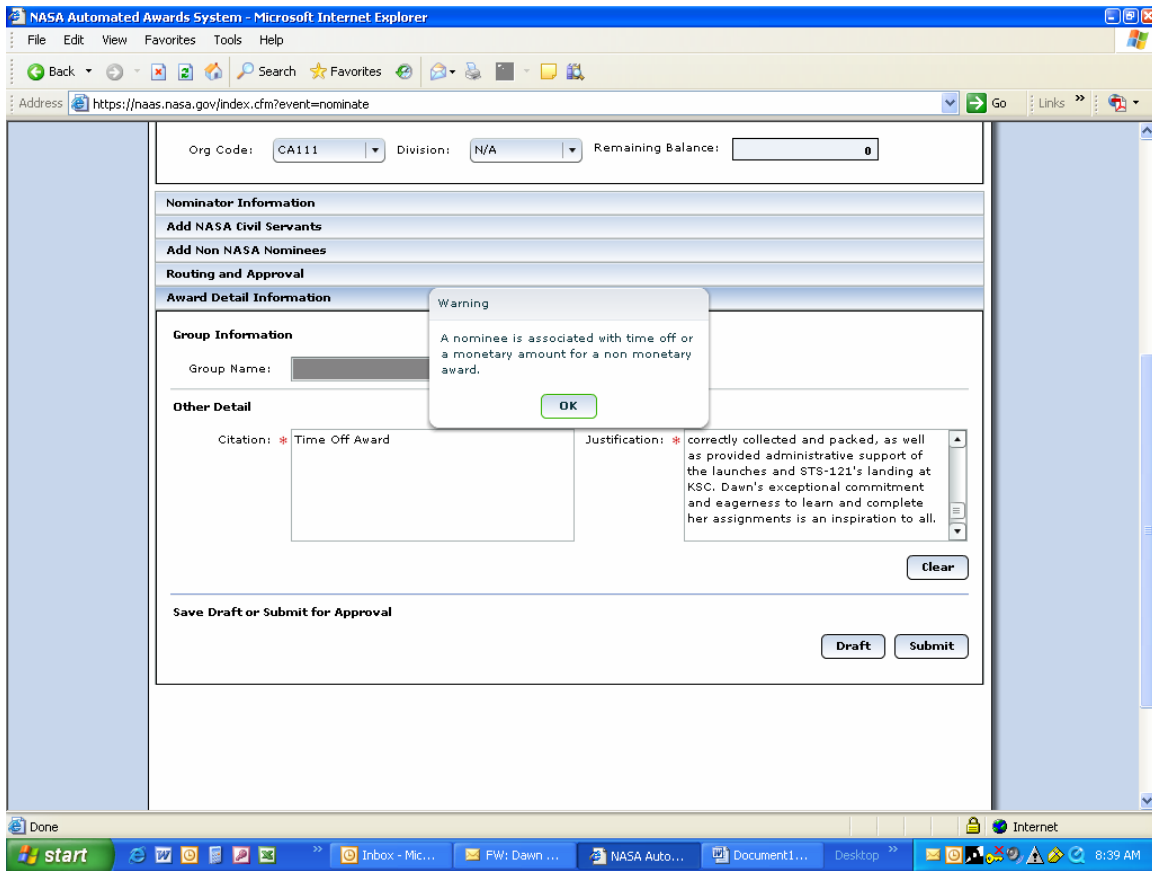
Sent: Thursday, September 21, 2006 8:45 AM

Subject: Trouble entering time off award

Please see attached - we have attempted several times to enter this Time Off Award and keep getting this rather confusing warning message.

<<Doc1.doc>>

The Description of this case is: Customer has attempted several times to enter this Time Off Award and keep getting this rather confusing warning message.



Case# 8970

9/25/2006 1:56:21 PM

Sent: Monday, September 25, 2006 1:28 PM

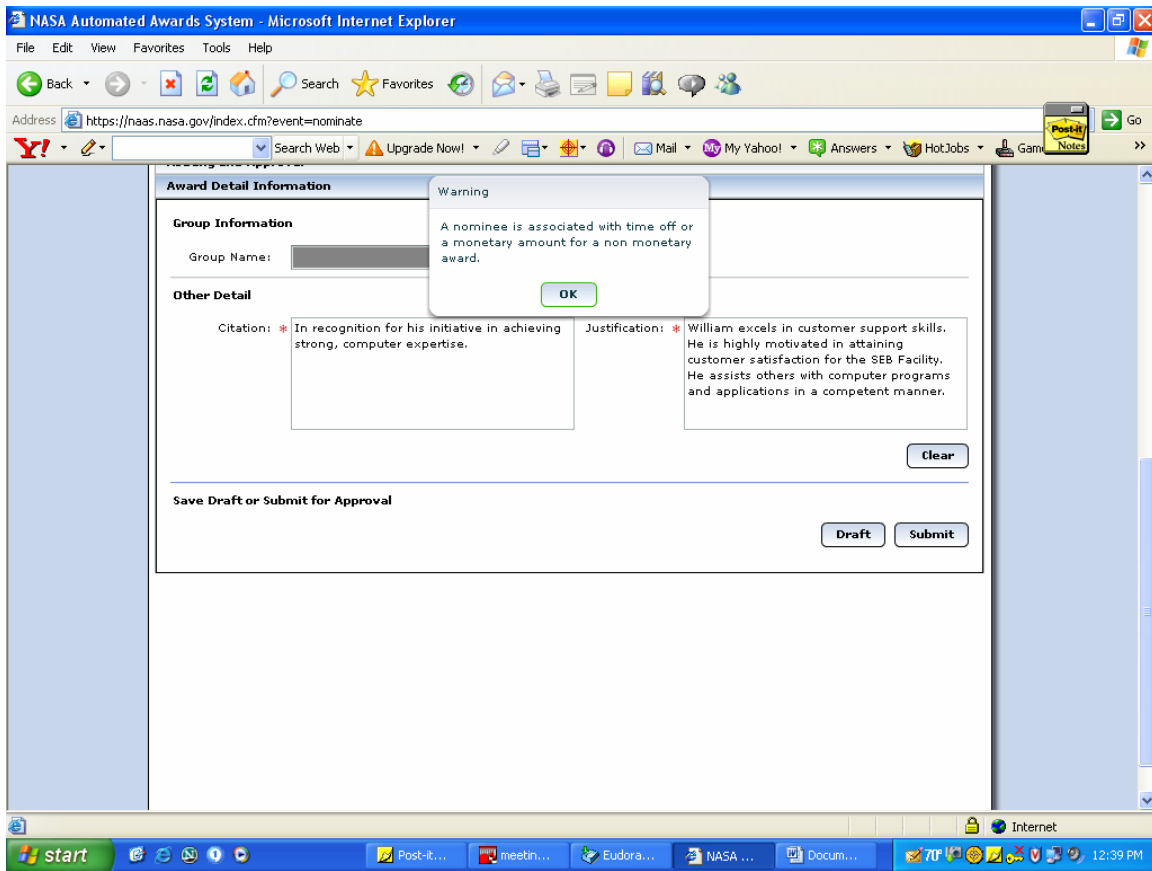
Subject: NAAS Error

Error message for TOA.

Correct award type selected. Correct NOAC associated with award type.

Awards Officer walked nominator through action & verified all correct steps were taken. This should not be rejected even with a zero budget balance.

Thanks;



Case #9191

9/28/2006 9:43:52 AM

Sent: Thursday, September 28, 2006 9:31 AM

Subject: FW: Email for NSSC Contact Center

---

Sent: Thursday, September 28, 2006 10:13 AM

Subject: FW: Email for NSSC Contact Center

Hello NSSC representatives,

I am reporting a problem I am having logging into NAAS (Awards System). I've downloaded the Flashplayer as instructed on the banner page, however I cannot seem to get passed the login. Once I enter the login information, I get a blank screen and the green bar begins across the bottom of the page, but seems to get hung up at 4-5 bars. I've been trying for over an hour.

Thank you,

---

Sent: Thursday, September 28, 2006 9:54 AM

Subject: Email for NSSC Contact Center

Hello,

Hi again! And sorry for the hassle with the technical difficulties you're experiencing with accessing NAAS! Per our conversation, please contact the NSSC so they can help you trouble-shoot: [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov) or via telephone 1-877-NSSC-123

Please visit us online at [www.nasajobs.nasa.gov](http://www.nasajobs.nasa.gov) to explore & apply for exciting career opportunities with NASA!  
The Description of this case is: CUSTOMER HAVING PROBLEMS LOGGING INTO NAAS, SHE IS UNABLE TO GET PASSED THE LOGIN

9/28/2006 9:45:28 AM  
Elevated to L2/jl

9/28/2006 9:56:34 AM  
Developer to research and contact center.

9/28/2006 10:31:45 AM  
Tried to contact User to confirm her user ID and that she can log in to WebTADS. Left vm for her to return my call.

9/28/2006 1:40:15 PM  
User has downloaded the Flash player but everytime she tries to log in to NAAS she get the message that she needs to download Flash Player. She is not getting a NAAS or WebTADS login error message. Developer was working on a similar case a few weeks ago. She is going to contact User to see if she can go through the process of downloading Flash Player again to see if it helps.  
Sending case to IT.

9/28/2006 2:57:03 PM  
Received by IT and assigning. Could this be a case of the user not having admin privileges on her machine, and therefore Flash is not fully installing?

9/28/2006 2:57:19 PM  
Updating to work in progress.

9/28/2006 3:28:58 PM  
contacted customer, she had to restart her pc to access the screen.

9/29/2006 6:58:15 AM  
Sent: Friday, September 29, 2006 6:45 AM  
Subject: RE: Email for NSSC Contact Center

To NSSC,

As of this afternoon, I was able to log into NAAS. I restarted my machine and tried again, and was successful.  
No further action appears necessary.

Thank you,

---

Sent: Thursday, September 28, 2006 10:13 AM  
Subject: FW: Email for NSSC Contact Center

Hello NSSC representatives,

I am reporting a problem I am having logging into NAAS (Awards System). I've downloaded the Flashplayer as instructed on the banner page, however I cannot seem to get passed the login. Once I enter the login information, I get a blank screen and the green bar begins across the bottom of the page, but seems to get hung up at 4-5 bars. I've been trying for over an hour.

Thank you,  
Sharon Chambers

---



Sent: Thursday, September 28, 2006 9:54 AM  
Subject: Email for NSSC Contact Center

Hello,  
Hi again! And sorry for the hassle with the technical difficulties you're experiencing with accessing NAAS! Per our conversation, please contact the NSSC so they can help you trouble-shoot: [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov) or via telephone 1-877-NSSC-123

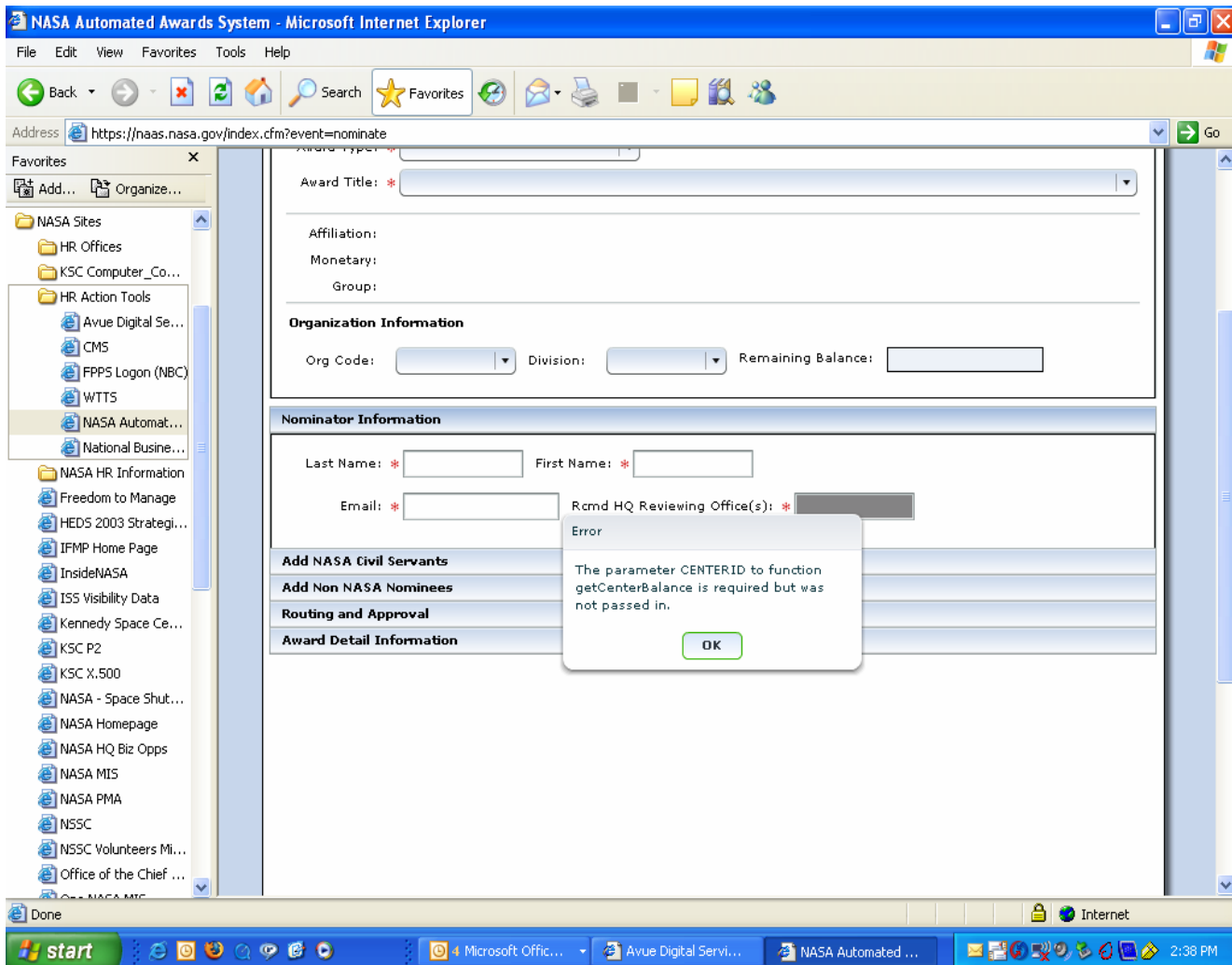
Please visit us online at [www.nasajobs.nasa.gov](http://www.nasajobs.nasa.gov) to explore & apply for exciting career opportunities with NASA!

9/29/2006 3:12:08 PM  
QA complete. Case closed.

---

Case # CHG 12792  
8/14/2006 4:31:07 PM

Attached error screen appears when attempting to create nomination in either NSSC Awards Officer or NAAS System Admin roles in Production Environment - not sure if repeated in other roles. In addition, Status screen for Awards Officer at NSSC does not display any Center ID in the dropdown block (blank). Status screen not available on Sys Admin role - could not validate problem. Error repeated in Test environment, but functional in Development.



Case #7512

9/1/2006 2:15:45 PM

THE FOLLOWING E-MAIL SENT TO THE NSSC CCC:

-----Original Message-----

Sent: Friday, September 01, 2006 10:06 AM

Subject: Query Action

Please REMOVE action in NAAS Query for:

Thank you;

9/1/2006 2:16:00 PM

ELEVATE CASE TO L2

9/5/2006 6:28:10 AM

Sent: Friday, September 01, 2006 6:46 PM

Subject: Remedy Cases

NSSC HR,

We elevated 3 cases to the Award processing team, all around 2:15 today. All are still in an assigned status as they have not been acknowledged as being received. Can you please have someone look into this? Thanks.

Dear User

9/5/2006 8:45:00 AM

These tickets have been assigned for resolution.

9/5/2006 8:50:37 AM

The request for the removal of the incorrect nomination is being assigned to IT.

Center should make sure that the monetary amount is not taken from FPPS.

9/5/2006 10:57:58 AM

Record can be removed from db, but could just be a user action where they just cancel the original?

9/5/2006 10:58:14 AM

Updating to work in progress.

9/11/2006 5:36:18 PM

Sent the following email for an update:

---

Sent: Monday, September 11, 2006 5:33 PM  
Subject: Help Desk Case #HD0000000007512

DBA,

Please see the attached case. Are there any current updates? If so can you please include in the work log?

Thanks,

9/18/2006 1:04:29 PM

---

Sent: Monday, September 18, 2006 1:02 PM  
Subject: Help Desk Case #HD0000000007512

Guys,

When you get a moment can you please update the work log with the current status/notes on this case?

Thanks so much!

9/18/2006 1:07:10 PM

Still waiting on management to decide if we are going to remove data or not.

9/18/2006 2:23:13 PM

There are issues with this that are to be discussion points in the on-site NAAS working group meeting scheduled for September 20-21. Action will follow that meeting and status will be further updated at that time.

9/25/2006 12:08:39 PM

Sent an email to DBA requesting an update to the case.

9/25/2006 12:10:39 PM

Still waiting.

9/29/2006 9:54:05 AM

Case needs to be reassigned to another individual.

9/29/2006 3:52:43 PM

After having this ticket reassigned to me, I sent the customer the following email:

---

Sent: Friday, September 29, 2006 3:49 PM  
Subject: NAAS Help Desk Ticket 7512

Hi,

We have a ticket that you reported on 9/1 with the following request:

-----Original Message-----

Sent: Friday, September 01, 2006 10:06 AM  
Subject: Query Action

Please REMOVE action in NAAS Query for:

Thank you;

---

That ticket was put on hold while we waited for guidance on the process for making data changes directly in the database. As a result of the onsite NAAS user conference here at the NSSC last week, the process for handling these types of requests is to pass them all through for approval. So if this is an issue that still needs to be addressed, please let me know and I will pass it on. If, since we have crossed into a new FY, this request is no longer relevant, I will close it out. Please let me know how you'd like me to proceed.

Thanks,

---

end of email.

10/3/2006 4:29:21 PM

The following email trail ensued, with final note to go ahead and do this:

-----Original Message-----

Sent: Tuesday, October 03, 2006 2:36 PM  
Subject: RE: NAAS Help Desk Ticket 7512

That should do it...I'll forward to IT...

Have a GREAT Day!!!

-----Original Message-----

Sent: Tuesday, October 03, 2006 1:04 PM  
Subject: RE: NAAS Help Desk Ticket 7512

Well, since this was done in error and a new action was processed to fix the mistake I say yes go ahead and delete the old one!! Is that all you need???

-----Original Message-----

Sent: Tuesday, October 03, 2006 1:42 PM  
Subject: RE: NAAS Help Desk Ticket 7512

System Owner,

It is our goal to match what is in FPPS, we just need the paper trail to authorize going in through the back door to make changes to what the centers "finalize" in the event there is an audit. As system owner, we just need your approval to make these changes.

-----Original Message-----

Sent: Tuesday, October 03, 2006 11:50 AM

Subject: FW: NAAS Help Desk Ticket 7512

NSSC HR-Representative,

Wouldn't you agree that the original action done in error should be deleted from the database in order for it to match FPPS??

Thoughts??

Thanks,  
System Owner

-----Original Message-----

Sent: Monday, October 02, 2006 9:07 AM

Subject: FW: NAAS Help Desk Ticket 7512

System Owner,

Another backdoor database request. Robert had been sitting on this one pending the outcome of the onsite. DBA's last day was Friday, and so in going back and making sure that all of his work was covered, this surfaced again. How would you like to proceed?

Thanks,

-----Original Message-----

Sent: Sunday, October 01, 2006 12:00 PM

Subject: Re: NAAS Help Desk Ticket 7512

I'd still like it to be addressed, since this data will show up in Query under 'archived' and it's an invalid action for this person.

Thanks;

---

end of email trail with final authorization. Reassigning to DBA to proceed with the data change.

---

Case #8892

9/25/2006 8:06:46 AM

Sent: Monday, September 25, 2006 7:58 AM

Subject: NSSC Customer Contact Center - Web Inquiry.

The Description of this case is: CUSTOMER REQUESTING CHANGE IN NAAS FROM AN AWARD OF EXCELLANCE TO JOB PERFORMANCE AWARD

9/25/2006 8:11:06 AM

Elevating to L2 for correction/jl

9/25/2006 8:12:45 AM

Sent: Monday, September 25, 2006 8:00 AM

Subject: NSSC Customer Contact Center - Web Inquiry.

9/25/2006 8:13:01 AM  
UPDATED EMAIL

9/25/2006 9:12:56 AM  
Assigned for research.

9/25/2006 9:29:43 AM  
Called Goddard to get more details. User said that the award was for an employee but I searched for the nomination, I could not find the employees name. User said that the award had already been processed. I am therefore reassinging this ticket to IT.

9/25/2006 10:00:32 AM  
Sent the following email to System Owner for input on this request.

---

Sent: Monday, September 25, 2006 9:51 AM  
Subject: NAAS Request to Change Database Data

System Owner,

Per the new process to pass all backdoor database change requests to you for approval, here is one we received this morning. Please let me know how you wish to proceed.

Thanks,

---

9/25/2006 11:21:45 AM  
Assigned to self, changed status to Pending while awaiting input from System Owner on how to proceed .

9/25/2006 11:22:58 AM  
Trying again to change status to pending.

---

Case # 8917  
9/25/2006 10:07:17 AM  
Received the following e-mail from customer:

Sent: Monday, September 25, 2006 9:59 AM  
Subject: NAAS ISSUE-CAO E-MAIL AND STATUS SCREEN

Received e-mail notification that there was a award waiting for Center Awards Officer approval/finalization for a Time-Off Award for an employee. When I went to my status screen I did not see the award for the employee instead there was a On-the-Spot award waiting for approval, but I never received an e-mail for her award. I need to find the previous employees award so it can be approved and processed.

Elevated to L2 for research and resolution.

The Description of this case is: Received e-mail notification that there was a award waiting for Center Awards Officer approval/finalization for a Time-Off Award for employee. When I went to my status screen I did not see the award for the employee instead there was a On-the-Spot award for another employee waiting for approval, but I never received an e-mail for her award. I need to find the previous employees award so it can be approved and processed.

9/25/2006 10:07:57 AM

Elevated to L2 for research and resolution.

9/25/2006 10:58:03 AM

Rita to research and then contact Center POC.

9/25/2006 1:01:42 PM

Cannot locate employee in Query or Archive. Located another employee with the same first name who was lost in the last week or so. Re-assigning ticket to IT for research.

9/25/2006 2:35:30 PM

IT received and assigned.

9/25/2006 2:35:47 PM

Updating to work in progress.

9/28/2006 9:19:56 AM

closed

9/29/2006 3:39:44 PM

Sent an email requesting notes on the resolution.

10/11/2006 10:24:47 AM

---

Sent: Wednesday, October 11, 2006 10:21 AM

Subject: HD Cases

The following cases need to be updated, 8917 and 8957. The last notes in the case were from me and they state:

9/29/2006 3:39:44 PM "Sent an email requesting notes on the resolution. "

Please have these cases updated so that they can be closed.

Thanks!

10/11/2006 11:05:02 AM

Sent the customer the following email:

---

Sent: Wednesday, October 11, 2006 11:00 AM

Subject: NAAS Help Desk Ticket HD 8917

Good Morning,

In reviewing Help Desk ticket status I noted that one you had submitted is still open. The email to report the trouble follows:

---

Sent: Monday, September 25, 2006 9:59 AM

Subject: NAAS ISSUE-CAO E-MAIL AND STATUS SCREEN

Received e-mail notification that there was a award waiting for Center Awards Officer approval/finalization for a Time-Off Award for an employee. When I went to my status screen I did not see the award for the employee instead there was a On-the-Spot award for another employee waiting for approval, but I never received an e-mail for her award. I need to find the previous employees award so it can be approved and processed.

---

As I understand it, this was a miscommunication and the awards in question were generated from our test environment while it was being used for a user test. I also understand that you were contacted by our HR and IT personnel who worked with you to resolve your question. Is this correct, and if so, are you OK with us closing it? If not, and you require additional follow up, please let me know.

Also as an additional note to this issue, we have a program modification in the works that will clearly mark all outgoing emails with a note as to which environment (production, test, or training) they are coming from in order to further minimize issues like this.

Thanks,

10/11/2006 11:56:40 AM

Contacted the customer about this, and she stated that since she is still receiving confusing emails from the system, she would like to leave this ticket open. We are currently working on adding an indicator to all outgoing emails as to which environment (production, test, training) the message is coming from. This should eliminate confusion, and User would like to leave this ticket open until that modification is put into production.

---

Case # 8957

9/25/2006 1:01:57 PM

The Description of this case is: CUSTOMER RECEIVING A WARNIG ERROR MESSAGE WHEN SUBMITTING TIME OFF AWARDS

9/25/2006 1:03:25 PM

Sent: Monday, September 25, 2006 12:54 PM

Subject: NAAS Time Off Awards

Still getting this error message when submitting Time Off Awards.

9/25/2006 2:06:22 PM

Continuing issue - reassigning to IT.

9/25/2006 2:37:45 PM

This is the 4th report of an error message when submitting a time off award. The fix has been identified, fixed and is currently in test.

9/25/2006 2:38:02 PM

Updating to work in progress.

9/26/2006 9:16:14 AM

Good Morning

I have received your helpdesk ticket in regard to the error message that pops up when a time-off award is submitted. The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day.

9/26/2006 11:35:02 AM

Customer replied with following:

Sent: Tuesday, September 26, 2006 11:29 AM

Subject: RE: toa

Submitted several Time Off Awards, some went through the first time, but many did not. Worked issue with Developer, but may be a bug in system.



9/28/2006 9:19:32 AM  
closed

9/29/2006 3:40:01 PM  
Sent an email requesting notes on the resolution.

10/11/2006 10:24:51 AM

---

Case# 13005

10/31/2006 12:12:35 PM  
The Description of this case is: CUSTOMER EMAIL REGARDING MONETARY AWARDS SUBMITTED FROM JSC STATING THEY HAVE NOT SUBMITTED ANY AWARDS SINCE FY06 AND WOULD LIKE SOMEONE TO CHECK THE STATUS.

10/31/2006 12:13:49 PM  
THE FOLLOWING EMAIL WAS SENT TO THE CCC

Sent: Tuesday, October 31, 2006 10:32 AM  
Subject: FW: Duplicate Awards

JSC has not submitted any monetary awards since the end of FY06. Can you check on where these came from, see

---

Sent: Monday, October 30, 2006 4:55 PM  
Subject: Duplicate Awards

It was mentioned earlier that this person (and several others that did submit on the file) are not actually current 7600/KSC employees. Wanted to give you an FYI, though, as well. I see this person is in FPPS with Center 7200/JSC.

If you need this award(s) paid this period - you'll need to manually enter it/them directly to FPPS. There may be a number of others, as well - about 20? that may be in your SPPR, needing dollar amounts entered, to complete the RLUP. Several came in on the file from NAAS with NOACs of 841 but no dollar amounts, with the Center of 7600 attached - but they'll appear in the 7200/JSC SPPR, as they're currently JSC employees. (I'm not sure if this is due to entry in NAAS for funding purposes of who is paying the awards, or just a typo on entry.) If you didn't enter these awards in NAAS - or know the dollar amounts to put on the records - contact NAAS support for help.

ELEVATING TO L2 FOR RESEARCH AND RESOLUTION

10/31/2006 12:43:31 PM  
Sending case to IT for research.

10/31/2006 1:04:24 PM  
Assigned.

---

Case # 9034  
9/26/2006 8:58:08 AM  
The Description of this case is: CUSTOMER HAVING ISSUES WITH HEADQUARTERS USERS IN THE NAAS SYSTEM

9/26/2006 8:58:28 AM  
Sent: Tuesday, September 26, 2006 8:44 AM  
Subject: Issue with Headquarters Users in NAAS

Good morning! I'm going through all my users to reassign their appropriate orgs and here's what's happening:

- All of IG employees (orgs beginning with "W") have been loaded with HQ employees

We also had a few employees with "weird" IDs beginning with "NP" display in our list

Not sure if something went wrong when the system was turned back on? I'm going through right now and am manually deleting all the "weird" stuff I'm finding as I'm assigning orgs to my users....

9/26/2006 9:03:12 AM  
Elevating to L2

9/26/2006 9:12:34 AM

9/26/2006 9:54:39 AM  
This CR is referring to the user ID's used to log in to NAAS. The user ID's are being viewed on the Center Admin page. I am sending case to IT to research ID issue.

9/26/2006 10:05:00 AM  
IT received and assigned.

9/26/2006 10:05:16 AM  
Updating to work in progress.

10/2/2006 10:02:42 AM  
I contacted client. I cannot investigate until I have access to the database information from 9/20. I am still waiting to get that information.

---

11/16/2006 9:55:22 AM  
The Description of this case is: CUSTOMER INQUIRY REGARDING THE NAAS SYSTEM. WE RECEIVED AN EMAIL IN REGARDS TO AN APPROVAL QUESTION.

11/16/2006 9:56:06 AM  
THE FOLLOWING EMAIL WAS RECEIVED FROM THE CUSTOMER

Sent: Thursday, November 16, 2006 9:29 AM  
Subject: RE: Approval Question

I looked on the 9/15/06 file that we received from NAAS - NSSC is correct, there was a record on that file for the employee - 8 hours for a NOAC 846.

However, The record for Mr. him was appended at the end of a record for a JSC employee. This row/record was not in the correct format - the interface only looks for up to 682 characters on each record, in order to transmit on for FPPS processing. This particular row extended to column 1708 - with his data starting in column 1026. The record is copied below with SSNs masked - you can see that it is one long continuous set of characters.

NN7200 1234567892006083084129 4 B Z 20060827  
0075000000000000 0000000000000000  
NN2300 1234567892006091584629 3 K Z 20060913  
0000000000000000 0008000000000000

You will want to manually enter this action into FPPS, since it was already approved through NAAS. He is due a Time-Off Award, NOAC 846, for 8 hours. If you make it effective for the current pay period 25, it will process cleanly and be awarded on 12/1.

NSSC - Please look into what may have caused this situation to happen with the record in error & work to prevent in the future.

---

Sent: Thursday, November 16, 2006 6:39 AM  
Subject: Fwd: Approval Question  
Importance: High

I have another award that went through NSSC and was apparently uploaded to FPPS, but the employee is stating that he did not receive the award. Would you confirm that the award was processed by DOI and when? Thank you!

Date: Wed, 8 Nov 2006 14:24:10 -0500  
Subject: Approval Question

I just received a call from NSSC and she did some checking and found that the award was processed/approved/forwarded to FPPS on 9/15/06. She also said that they did not hear anything back from here, so assumed all was good to go! Again, I will speak with someone on what I can do to make this happen!

I ELEVATED THIS CASE TO L2 FOR RESEARCH AND RESOLUTION

11/16/2006 10:22:01 AM  
Sending case to IT.

11/16/2006 11:09:10 AM  
Looks like maybe a <CR> was deleted and so 2 lines turned into 1? Assigning to someone who deals with this file. If this turns out to be a programmatic error, will reassign

11/21/2006 11:55:49 AM  
Requested an update to the case

11/21/2006 2:08:07 PM  
One-time error due to manual modification of the file. We previously had to manually modify the file (change effective dates) to avoid duplicates during FPPS processing. Again, we are no longer manually modifying the file prior to submitting, so there should be no re-occurrence of the previous problem.

---

Case# 19830

Sent: Monday, December 11, 2006 3:17 PM  
Subject: OIG Award

User (OIG) just processed 2 awards (1 for 0 amount and the other for 1,000.) for xxx. Would you please delete the award nomination for 0 amount.

If you need additional information, please let me know.

Thank you,

12/11/2006 4:31:37 PM  
ELEVATED CASE TO L2 FOR RESOLUTION

12/12/2006 8:55:10 AM  
I found the award archived in NAAS . It is a Special Act Award. This record will have to be deleted by IT.  
Sending case to IT.

12/12/2006 9:12:15 AM  
IT received and assigned to DBA for action.

12/12/2006 10:14:41 AM  
Talked with the developer & confirmed that there were 2 records as indicated by the request. Deleted 1 record from the following tables:  
1) nominations  
2) civilnominees  
which had a nominationid = 13914

After deletion, ask the developer to confirm and deletion was confirmed.

Case Resolved: 12/12/06

---

Case #5933  
PLEASE CHECK THIS IMMEDIATELY -  
The org submitted an award which NAAS duplicated. This should not have happened.  
Still monitoring this to see if it was an isolated incident. This may have been corrected by one of the subsequent code pushes by KSC as we have not had any more reports of this happening. We do not want to close it though, until we have a definitive answer.

---

Case# 17707

11/30/2006 4:48:54 PM  
The Description of this case is: CUSTOMER INQUIRY REGARDING QUERY REPORTS IN NAAS

11/30/2006 4:49:52 PM CUSTOMER TRYING TO GET INDIVIDUALS LISTED AND NOT JUST THE GROUP

---

Sent: Thursday, November 30, 2006 4:24 PM  
Subject: NAAS-QUERY CENTER GROUP AWARD

Ran a Query on the Honorary awards by Organization Information. The Nomination Detail shows the group awards, but it also shows some, not all, of the group members individually. If you click on View Nomination for the group name you can see the list. If you click View Nomination for the individual you see the same list. These individual names should be

showing up separately since they were submitted as part of a group award. When I run a Query by Nominee Information it only shows the names of the groups, not the individual name.

---

11/30/2006 4:51:25 PM  
ELEVATING TO L2

11/30/2006 5:41:39 PM  
Sent: Thursday, November 30, 2006 4:56 PM  
Subject: FW: NAAS-QUERY CENTER GROUP AWARD

An addendum to this. One of the Group awards we processed for this organization doesn't show up in the Query by Organization Information, but it shows up in a Query by Title. The Group name is MINUS EIGHTY DEGREE LABORATORY FREEZER FOR ISS .

---

Sent: Thursday, November 30, 2006 4:24 PM  
Subject: NAAS-QUERY CENTER GROUP AWARD

Ran a Query on the Honorary awards by Organization Information. The Nomination Detail shows the group awards, but it also shows some, not all, of the group members individually. If you click on View Nomination for the group name you can see the list. If you click View Nomination for the individual you see the same list. These individual names should be showing up separately since they were submitted as part of a group award. When I run a Query by Nominee Information it only shows the names of the groups, not the individual name.

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12/1/2006 10:19:53 AM  
Sending case to IT for resolution.

12/1/2006 10:27:25 AM  
Assigned.

12/1/2006 11:49:13 AM  
Sent: Friday, December 01, 2006 11:45 AM  
Subject: HD0000000017707

I am sending you this email to give you a status on HD0000000017707. This is a valuable enhancement that will be addressed when we get to the query screen enhancement phase. At this time we are working on pushing NAAS version 3.0 and we are also working on the enhancement concerning email notifications. Your suggestions are highly appreciated and anything else that you feel needs to be added please send a ticket to the contact center. I will leave this ticket as in-progress until we get to that phase and I will give you periodic updates on its status. If there are any other concerns or question please contact any of us here at the NSSC. Thank you for your time and have a great day.

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Case# 13003

10/31/2006 12:05:48 PM  
FOLLOWING EMAIL RECEIVED:

Sent: Tuesday, October 31, 2006 9:57 AM  
Subject: NAAS ISSUE - TIME OFF AWARDS DATA

Issues:

Query Screen - doing in search:

Selected "archive"

Selected "GSFC"

Selected "search by Nominee Information"

Selected "time off"

Entered last name

selected appropriate action

1) (issue) under "nominee detail" TOA and/or monetary information does not populate - only shows same as "nomination detail". NAAS previously showed the amounts. I selected "view nomination" and got the information.

(Screen shot doesn't show the issue)

Selected "view nomination" for a nomination I rejected on 10/27

2) (issue); no record found under both "search nominee" and "search organization". In fact, no TOA records for my organization (1100) are found. When I spoke to the Developer on 10/31 about this action, she found it in NAAS, selected "view nomination" and found the nomination with "rejected" comments.

3) (issue) Searched for an action I approved on ~10/29 , and there are no records of the action in pending or archive, searched under both "nominee" and "organization". I received confirmation it was completed.

Seems there are little/no records of TOA's in Query.

The Description of this case is: NAAS ISSUE - TIME OFF AWARDS DATA

10/31/2006 12:07:59 PM

CUSTOMER VALIDATED: REMEDY.

ELEVATED TO L2.

10/31/2006 12:45:35 PM

Sending case to IT.

10/31/2006 1:05:53 PM

Assigned.

10/31/2006 1:06:13 PM

Updating to work in progress.

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Case# 33691

11/29/2006 10:46:02 AM

Received a call from KSC. They could not find an Agency Honor Award they drafted on their status screen. They could see the award in query mode. We determined that the problem with group reps falling out of the nomination page during modifications was most likely the cause. I passed the issue on to IT L2.

Approval not required for this change request.

12/13/2006 8:03:27 AM

Assigning - this may have been corrected already.

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Case# 20116

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Sent: Tuesday, December 12, 2006 2:56 PM  
Subject: Issue with Org Officer and Budget visibility

Hi! Can you please help with the below?

XXX is set up in NAAS as an Organization Awards Officer for Org: EA000

My understanding was that by associating a user with a specific org, they would only have visibility to the budget for that org.

However, she called to inform us that she can see the budgets for all orgs.

Can you please clarify how this functionality is supposed to work?

Thanks,

12/12/2006 3:12:05 PM  
ELEVATE CASE TO L2 FOR RESEARCH AND RESOLUTION.

12/12/2006 3:32:44 PM  
Left a message for client. The org code the user was given access to should be the only org she has access to. I asked the client to confirm that the user is in fact seeing budgets for other orgs and to give me a call back. I tried to recreate this in test but it would only give me access to the org I was assigned to. I checked the users role and she should only have access to org EA000, but there are divisions within that code she has access to.

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Case # 17738

11/30/2006 5:49:13 PM  
The Description of this case is: CUSTOMER GETTING ERROR MESSAGE WHEN ENTERING NAMES IN GROUP AWARDS IN NAAS

11/30/2006 5:51:52 PM  
VALIDATED CUSTOMER

CUSTOMER ENTERED 333 CS AND THEN 120 CONTRACTORS AND WHEN SHE SUBMITTED SHE RECEIVED AN ERROR MESSAGE THAT STATED TRANSFER FAILED, NOMINATION DATA....

SHE RE-ENTERED AND THE SAME THING HAPPEN. SHE THEN CALLED FOR ASSISTANCE. ELEVATING TO L2  
CUSTOMER WILL BE AT THE FOLLOWING NUMBER 12/1 256.232.1527

12/1/2006 9:10:22 AM  
I will contact for more information.

12/1/2006 10:46:06 AM  
Waiting for reply

12/4/2006 1:41:09 PM  
Left message requesting more information.

12/6/2006 10:40:30 AM

Left another message

12/11/2006 2:08:04 PM  
Left vm to return my call.

12/13/2006 8:16:49 AM  
Left vm asking if she got this award processed.

12/15/2006 1:56:17 PM  
The user entered her civil service people and submitted the award. She went in to her status screen and selected "edit nomination" and added her contractors. When she submitted the award she got an error.  
I am going to test this function to see if I get an error message.

12/18/2006 9:35:36 AM  
I recreated this award nomination in test. I did not have as many nominees as Laura but everything else was the same. I did not get an error message. The award was submitted and edited and resubmitted with no problems.  
Sending case to IT for review.

12/18/2006 11:55:49 AM  
IT received and assigned for investigation.

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Case# 20150

Sent: Tuesday, December 12, 2006 8:27 AM  
Subject: Error on Status screen

Good morning! I was hoping you could assist with trouble shooting the below issue we're experiencing with 2 awards in NAAS that require finalization:

On the STATUS screen: the award amounts are not displaying.

\* Also, when the Awards Officer clicks on "View Nomination" the award amount is not displaying on that form either.

Thanks for your help!

P.S. Sorry, I couldn't send the attached word document... I received notice that .doc are banned from being received on your end...

The Description of this case is: CUSTOMER REQUESTING ASSISTANCE WITH NAAS.

12/12/2006 3:59:35 PM  
ASSIGNED TO L2

12/12/2006 4:14:05 PM  
HR to review issue and contact user

12/13/2006 8:10:40 AM  
Called and confirmed that the user is seeing and org that she should not have access to. It is a new org to process SES Performance Awards. The user was going to de-activate that org until this issue has been resolved. She doesn't want everyone having access to or seeing the balance of that org.  
Sending case to IT.

12/13/2006 8:28:06 AM  
IT received and assigned.



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Case #5961

8/2/2006 12:44:24 PM

IT MANAGER CALLED TO REPORT PROBLEMS WITH THE NAAS SYSTEM THAT WERE BEYOND THE CENTER LEVEL. HE STATED THAT E-MAILS WERE NOT BEING SENT FOR REVIEW OR APPROVAL FROM THE SYSTEM. I CALLED SOMEONE REGARDING THE PROBLEM WHO STATED IF THE NAMES WERE BEING ENTERED IN THE SYSTEM WRONG THAT COULD BE THE PROBLEM. I STATED THAT I DIDN'T KNOW IF THIS WAS THE REASON THIS WAS HAPPENING. I ASKED IF SHE WOULD LIKE ME TO PUT A CASE IN AND SHE STATED YES AND TO ELEVATE TO L2 AND THEY WOULD LOOK INTO THE PROBLEM AND CONTACT THE CUSTOMER AT GODDARD.

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Case# 19334

12/7/2006 5:10:37 PM

THE FOLLOWING E-MAIL SENT TO THE NSSC CCC:

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Sent: Thursday, December 07, 2006 3:19 PM  
To: NSSC Help Desk Support  
Subject: NAAS - Missing Email Notifications  
Importance: High

Langley Research Center:

Center Awards Officer entered awards into NAAS for SES Performance and ST/SL Performance Awards.

Center Awards Officer submitted awards.

One Approver - Approver did not receive 3 emails notifications.

Center Awards Officer could view the awards in Status.

Center Awards Officer had to go in and override to approve the 3 awards.

12/7/2006 5:10:57 PM

ELEVATED TO L2

12/8/2006 12:36:08 PM

I will test this issue and contact user.

12/8/2006 12:44:52 PM

I checked the SES and ST/SL award attributes in NAAS. Both of them were set up with 0 approvers. Left a message for user to call me. She will be out until Monday.

12/11/2006 2:08:21 PM

Left vm for user to return my call.

12/12/2006 10:04:20 AM

In the system the award attributes for SES Performance and ST/SL Performance has 0 approvers. When you go to nominate for these awards it has one approver required. No e-mail notifications were sent to these approvers that were selected.

Sending case to IT.

12/12/2006 10:48:01 AM  
IT received and assigned.

12/12/2006 12:03:09 PM  
Spoke with another person from Langley she gave me the names of the three nominees that emails were not received for.

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Case #12528

10/26/2006 1:11:44 PM  
The Description of this case is: EMAIL RECEIVED IN REGARDS TO THE AWARD DETAIL SCREEN.

10/26/2006 1:15:49 PM  
THIS EMAIL WAS RECEIVED FROM THE CUSTOMER

Sent: Thursday, October 26, 2006 12:35 PM  
Subject: AWARD DETAIL SCREEN

In addition to the employee's organization, the Organization Information of the nominator needs to show up on the Award Detail Screen. This will help us verify that an Org was filled in and not left as N/A and also tell us which org submitted the nomination if it is for a person from another org.

I ELEVATED THIS CASE TO L2 FOR RESEARCH AND RESOLUTION

10/26/2006 1:23:18 PM  
Enhancement information for NAAS. Sending case to IT.

10/27/2006 8:06:47 AM  
This is a future enhancement. Assigning to self and pending, and will bring it up in the monthly NAAS Phase 2 telecon to get concurrence from the team as to where this might be placed in the schedule.

10/27/2006 8:07:09 AM  
Trying again for the pending status.

12/1/2006 11:14:58 AM

Sent: Friday, December 01, 2006 10:57 AM  
Subject: NAAS Enhancement Request

XXX,

I don't remember if I forwarded this to you or not. Help Desk case 12528 from XXXX. This is probably one of the ones that she was referring to that was not updated on the list.

Thanks,

12/19/2006 9:55:23 AM  
Spoke with user the modification will be that the org attached to recipient will be called the recipients org and the org that the nomination was processed under is the funding org.

12/29/2006 12:25:35 PM  
Reassigning to be addressed when working in this area.

1/5/2007 10:21:16 AM

added funding org to view nomination pdf for CAO status screen and query screen.

1/10/2007 9:35:47 AM

This correction to be released with version 3.1, to be released 1/11/2007. Confirmed correction through core group testing process.

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Case # 43131

1/9/2007 9:00:54 AM

The last line of the Justification block in the award detail PDF drops characters.

Approval not required for this change request.

1/9/2007 2:19:32 PM

This has been completed and will be released with the updated version 3.1, scheduled to be put in production on 1/11/2007.

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Case # 35675

12/5/2006 2:09:43 PM

While trying to get the number of nominations for the Agency Honor Awards from NAAS, we discovered an issue with the page tabs (< >) on the "Status" screen. If I go from one award to another award without refreshing the "Status" screen, the page tabs (< >) are grayed out. This caused my award nomination count to be off by over 400 nominations. This is not a good thing. If you need any other information, please just let me know.

Approval not required for this change request.

12/7/2006 10:08:55 AM

Updated CTI and assigned Change Request. 12/07/06 -

Change to Category, Type, Item, Region, Site, Department fields triggered an evaluation of whether or not the Change requires approval. Approval is not required.

3/5/2007 12:13:03 PM

Spoke with client a couple of months ago. I will place this as a question for the future enhancements list. This does not stop work flow.

3/20/2007 1:32:51 PM AR\_ESCALATOR

Change CHG000000035675 was automatically closed on 3/20/2007 1:32:49 PM.

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